

# 2014 Neighbor Survey

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## Final Report

**Submitted to the City of Fort Lauderdale, Florida**

**by:**

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# Executive Summary

## Overview

ETC Institute administered a survey to residents of the City of Fort Lauderdale during December of 2014. The purpose of the survey was to assess the quality of life and the overall provision of City services. Additionally, the survey was designed to assess community priorities by illustrating the importance of certain issues. This is the third resident survey administered by ETC Institute for the City of Fort Lauderdale.

This report contains:

- an executive summary of the methodology for administering the survey and major findings
- charts and graphs showing the overall results of the survey
- Importance-satisfaction analysis that can help the City set priorities for improvement
- GIS maps that show the results of selected questions on the survey
- a copy of the survey instrument

**Methodology.** A letter from the Mayor, followed by a seven-page survey, was mailed to a random sample of households in the City of Fort Lauderdale in December of 2014. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone or on the Internet. A total of 638 surveys were completed. There were no statistically significant differences in the results of the survey based on the method of administration.

The results for the random sample of 638 households have a precision of at least  $\pm 4\%$  at the 95% level of confidence. This statement is the statistical certainty of the data. This means that if the same survey was administered 100 times, 95 of those 100 times the results would come back as they are reported here, within  $\pm 4\%$  of the results indicated. This also means that any changes that are greater than  $\pm 4\%$  in the survey data from 2013 to 2014 are considered “statistically significant” changes. When a result is said to be “statistically significant” it means that the change is greater than the margin of error ( $\pm 4\%$ ) and thus can be attributed to actual changes in perceptions or satisfaction versus general fluctuations in the survey data.

In general, when reviewing the survey results on the graphs in Section 1: Charts and Graphs, positive responses are represented by a blue color, neutral responses (interpreted as neither positive nor negative) are represented by a white color and negative responses are represented by a red color. Section 1 also includes trend charts that compare the 2012 through 2014 survey

results. When analyzing the trend charts, it is important to note that changes of greater than +4% or -4% are statistically significant changes.

## MAJOR FINDINGS

- **Satisfaction with the direction the City is moving increased.** The percentage of residents who indicated that they were satisfied with the “direction the City is moving” increased from 61% in 2013 to 63% in 2014. Only 14% of those surveyed were dissatisfied with the direction the City is moving. The remaining residents gave a “neutral” rating (a rating of 3 on a 5-point scale) or did not have an opinion.
- **Satisfaction with Customer Service provided by the City increased.** The percentage of residents who indicated that they were satisfied with the “overall quality of customer service provided by City employees” increased from 60% in 2013 to 62% in 2014. Only 13% of those surveyed were dissatisfied with the overall quality of customer service. The remaining residents gave a “neutral” rating (a rating of 3 on a 5-point scale) or did not have an opinion. In addition, among residents who had contacted the City during the past year, customer service ratings increased in all six areas that were assessed.
- **Satisfaction with the overall quality of life in Fort Lauderdale remains steady.** The percentage of residents who indicated that they were satisfied with the “overall quality of life in Fort Lauderdale” was 76% in both 2013 and 2014. Only 6% of those surveyed were dissatisfied with the overall quality of life in Fort Lauderdale. The remaining residents gave a “neutral” rating (a rating of 3 on a 5-point scale) or did not have an opinion.

## Satisfaction with Specific City Services

- **Fire Rescue and Emergency Management Services.** The areas of fire rescue and emergency management services that residents were most satisfied with (ratings of 4 or 5 on a 5-point scale) included: the overall quality of local fire protection (89%), the quality of emergency medical services (86%), and professionalism of employees responding to emergencies (85%).
- **Public Safety Services.** The public safety services that residents were most satisfied with (ratings of 4 or 5 on a 5-point scale) included: the professionalism of employees responding to emergencies (74%), the overall quality of local police protection (71%), and how quickly police respond to 911 emergencies (68%). The highest perceptions of safety were that residents feel safe walking in their neighborhood during the day (90%), in commercial/business areas during the day (89%), and at special events (88%). Residents were least satisfied with the visibility of police in neighborhoods (50%, an increase of 3% over the prior year).
- **Parks and Recreation Services.** The areas of parks and recreation that residents were



most satisfied with (ratings of 4 or 5 on a 5-point scale) included: the maintenance of City parks (78%), the proximity of respondent's home to City parks (77%), and the quality of athletic fields (65%). Residents were least satisfied with the City's adult recreation programs (53%, an increase of 5% over the prior year).

- **Transportation and Mobility.** The areas of transportation and mobility that residents were most satisfied with (ratings of 4 or 5 on a 5-point scale) included: the overall cleanliness of streets (54%), availability of sidewalks in the City (53%), and the maintenance of street signs and pavement markings (48%). Residents were least satisfied with the cost of private parking (17%) and the management of traffic flow and congestion (21%).
- **Water, Wastewater, Waterways, Flooding, and Sanitation.** The areas that residents were most satisfied with (ratings of 4 or 5 on a 5-point scale) included: residential bulk trash collection (81%), residential garbage collection (80%), and residential recycling services (80%). Residents were least satisfied with the prevention of storm water-related flooding (31%, an increase of 4% over the prior year).

## Other Findings

### Ratings of Fort Lauderdale

The aspects of the City that residents rated as most positive (ratings of 4 or 5 on a 5-point scale) were: the City as a place to visit (89%), as a place for play and leisure (87%), and as a place to live (86%). Residents were least satisfied with the City as a place to educate children (44%, an increase of 7% over the prior year). There are a total of 12 questions regarding overall ratings.

### Perceptions of Fort Lauderdale

Ten (10) questions were asked regarding various issues that influence the perception of Fort Lauderdale. The perception issues that residents rated as excellent or good (ratings of 4 or 5 on a 5-point scale) included: quality of private schools (68%), the overall appearance of the City (67%), the acceptance of diversity (60%), and the overall feeling of safety in the City (56%). Residents gave the lowest ratings to the City's efforts in addressing homelessness (25%, an increase of 8% over the prior year).

## How Fort Lauderdale Compares to Other Communities

The City of Fort Lauderdale scored 11% above the U.S. average for communities with a population between 100,000 and 250,000 for the overall quality of City services provided and 10% above the Florida average. The top areas in which the City of Fort Lauderdale scored highest above the U.S. average were:

- Bulky item pick up/removal services

- Ratings of the City as a place to visit
- Feeling of safety in downtown Fort Lauderdale
- How quickly City staff responded to requests
- Feeling of safety in City parks

The areas in which the City of Fort Lauderdale scored most below the U.S. average are listed below:

- Management of traffic flow and congestion
- Adequacy of City street lighting
- Ratings of the City as a place to raise children
- Water utility services
- Wastewater service

## Conclusions and Recommendations for Action

In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings.

Details regarding the methodology for the analysis are provided in Section 4 of this report. Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

- **Overall Priorities for the City:** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top three priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
  - Overall flow of traffic
  - Maintenance of streets, sidewalks and infrastructure
  - Preparing for the future of the City
- **Priorities Within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:

- **Fire Rescue and Emergency Management Services:** No high priorities identified.
- **Public Safety Services:** The visibility of police in neighborhoods and the City's efforts to prevent crime.
- **Parks and Recreation:** Availability of green space near home.
- **Transportation and Mobility:** Safety of biking, the cost of public parking, availability of public parking at the beach and management of traffic flow and congestion.
- **Water, Wastewater, Waterways, Flooding and Sanitation:** Prevention of storm water-related flooding, prevention of tidal-related flooding, cleanliness of waterways near home and the overall quality of drinking water.

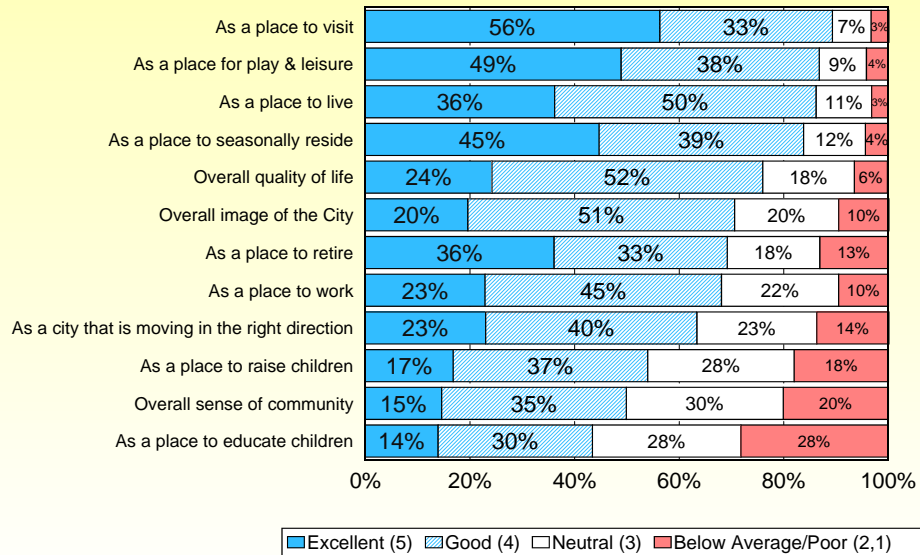
ETC Institute recommends that the information included in this report be shared with the Mayor and Commission, Department Directors, staff, and key community partners. Institutionalizing the results into strategic planning and the budgeting processes will provide a systematic focus for improvement over time. Future surveys will provide the City with the ability to see trends that may be attributed to changes in resource allocation, examination and adjustments to specific services, and improved communications.

***Section 1:***  
***Charts and Graphs***

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## Q1. Overall Ratings for the City of Fort Lauderdale

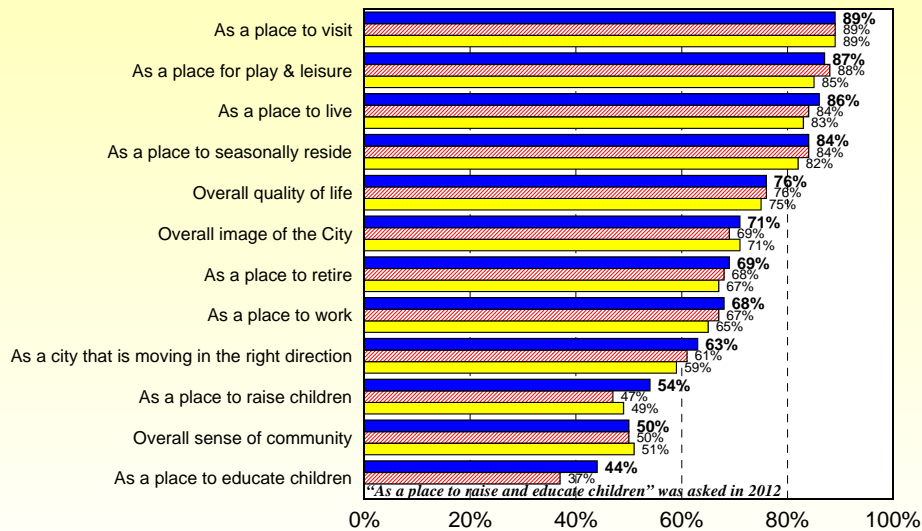
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

## Overall Ratings for the City of Fort Lauderdale 2012 to 2014

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



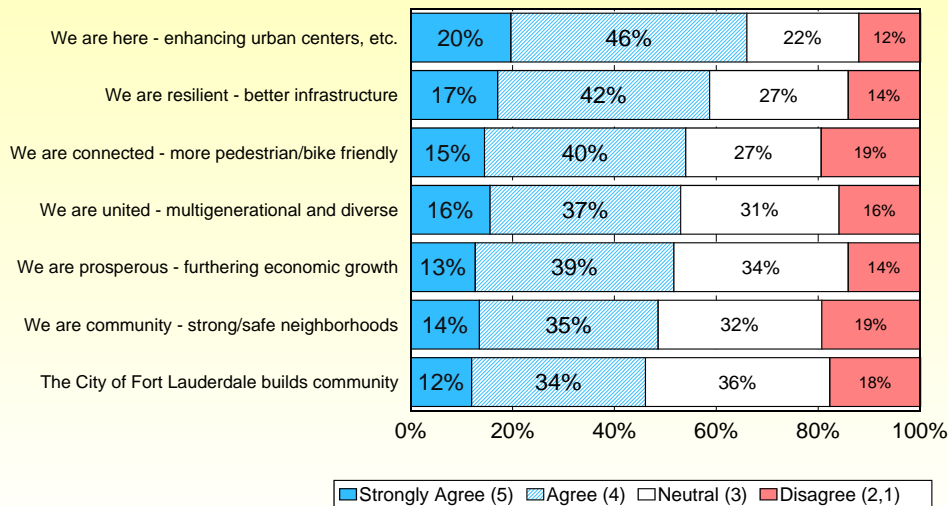
\*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

**Trends**

## Q2. Level of Agreement With Statements Related to the City's Mission and Vision

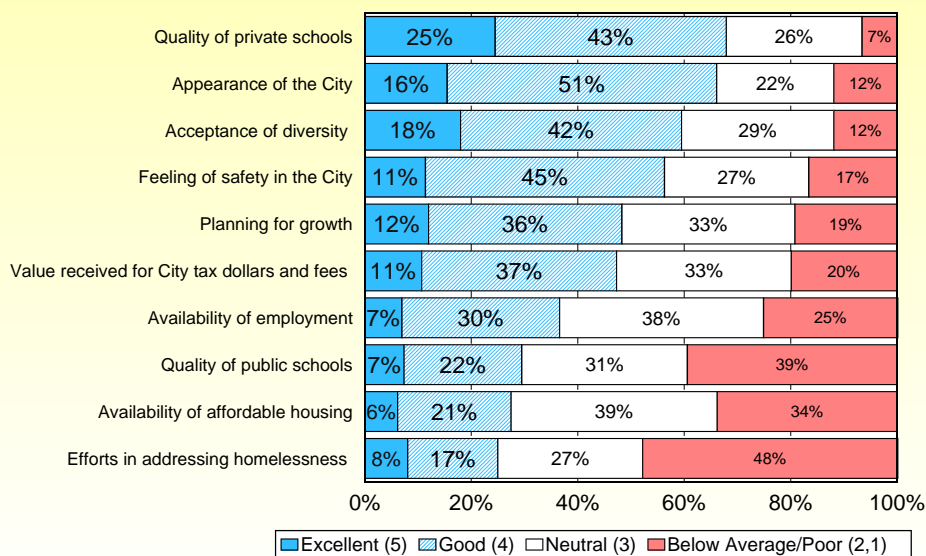
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

## Q3. Satisfaction With Items That Influence the Perception Residents Have of the City

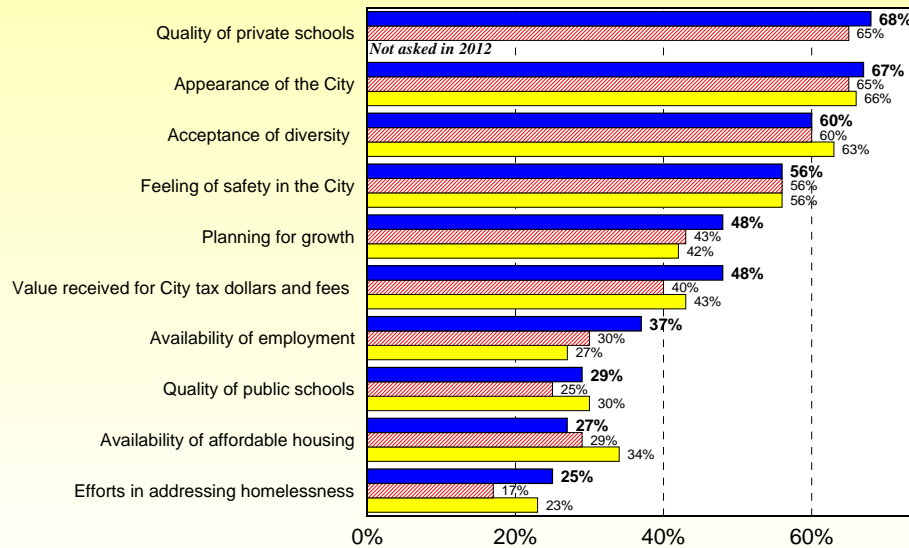
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

## Satisfaction With Items That Influence the Perception Residents Have of the City - 2012 to 2014

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



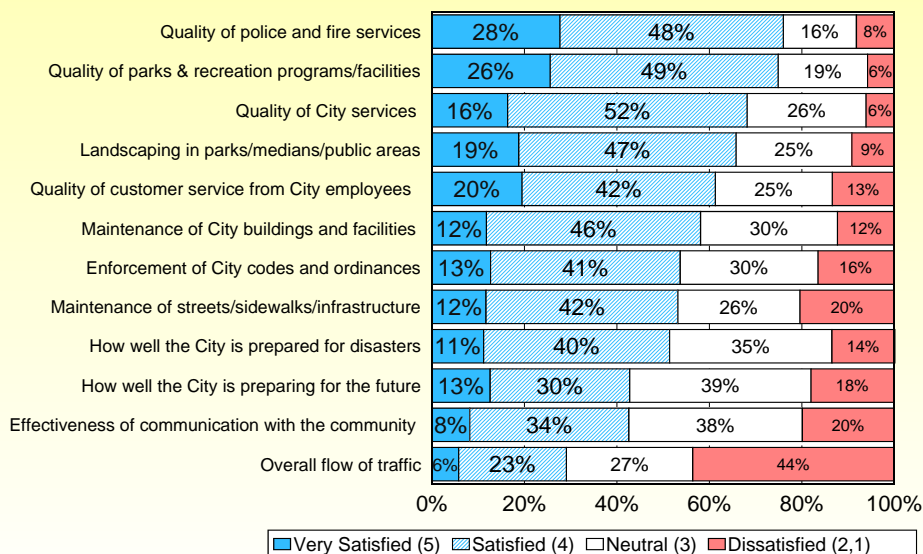
\*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

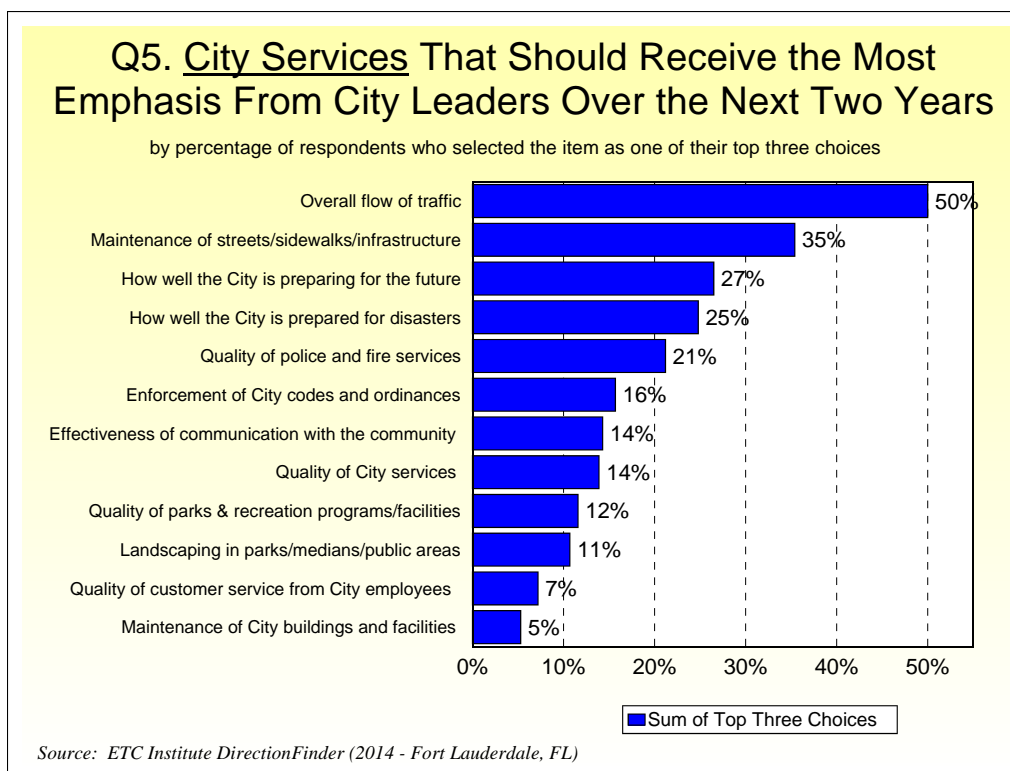
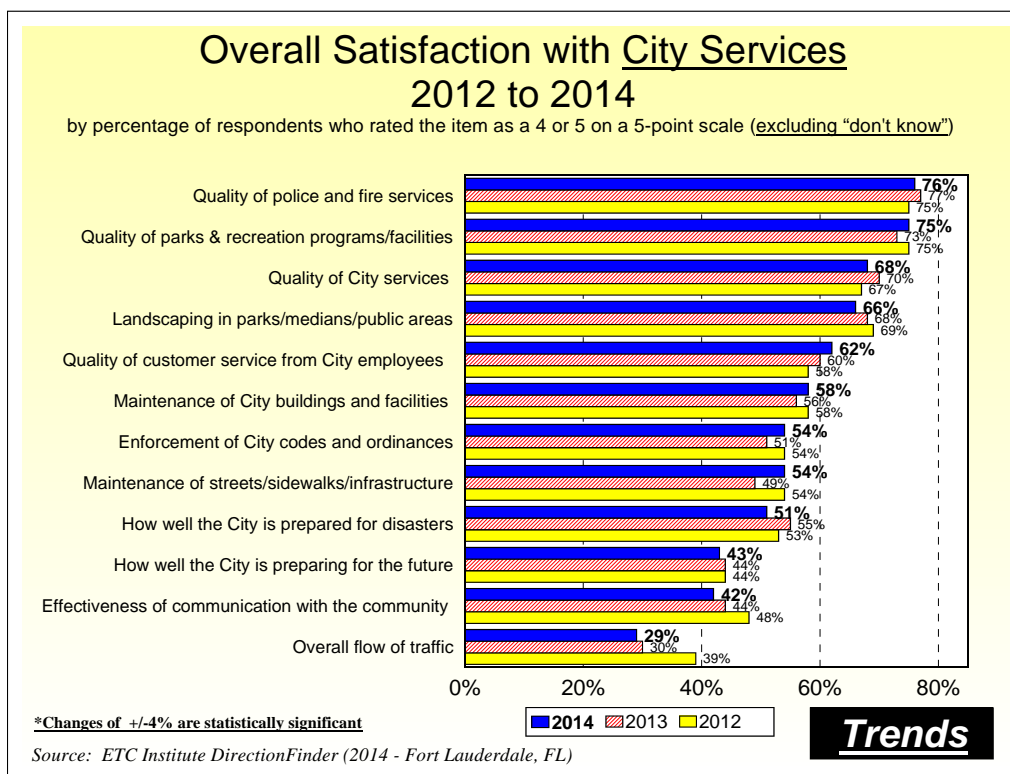
**Trends**

## Q4. Overall Satisfaction with City Services

by percentage of respondents (excluding "don't know")



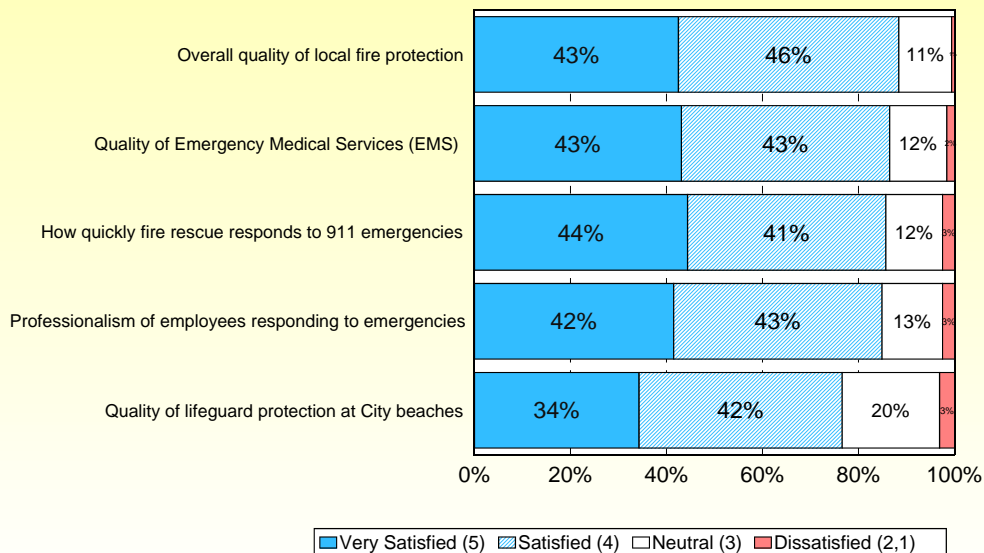
Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)





## Q6. Satisfaction with Fire Rescue and Emergency Management Planning

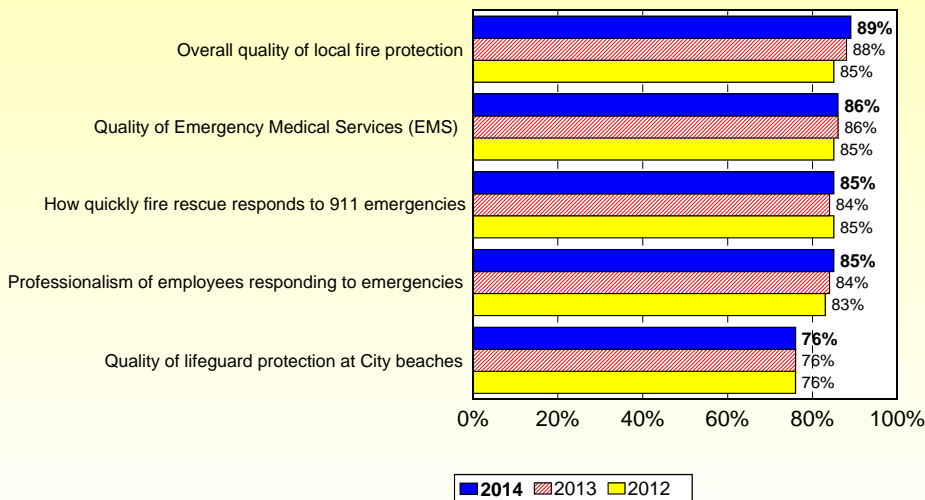
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

## Satisfaction With Fire Rescue and Emergency Management Planning - 2012 to 2014

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



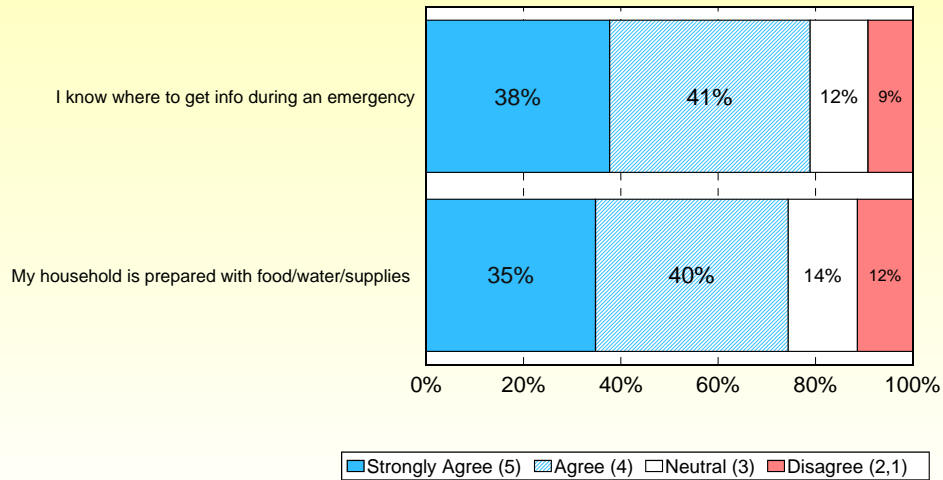
\*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

**Trends**

### Q6a. Level of Agreement With Various Aspects of Fire Rescue and Emergency Management Planning

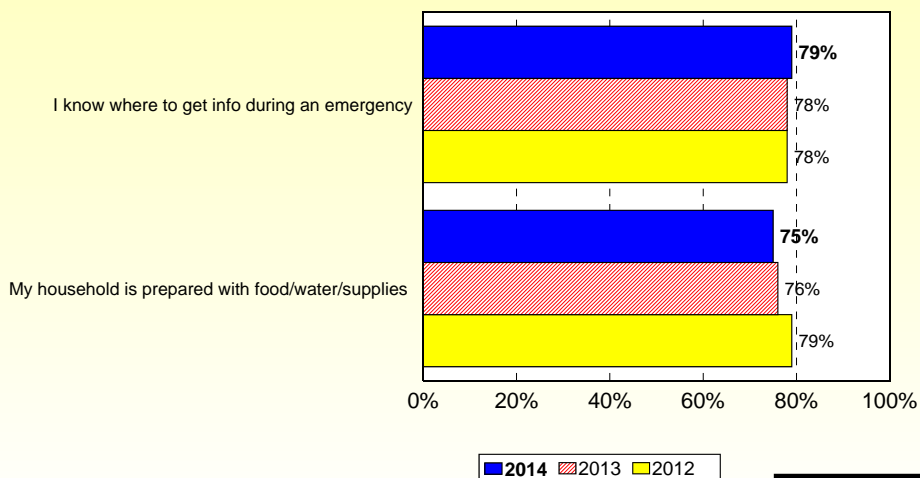
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

### Level of Agreement with Various Aspects of Fire Rescue and Emergency Management Planning 2012 to 2014

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



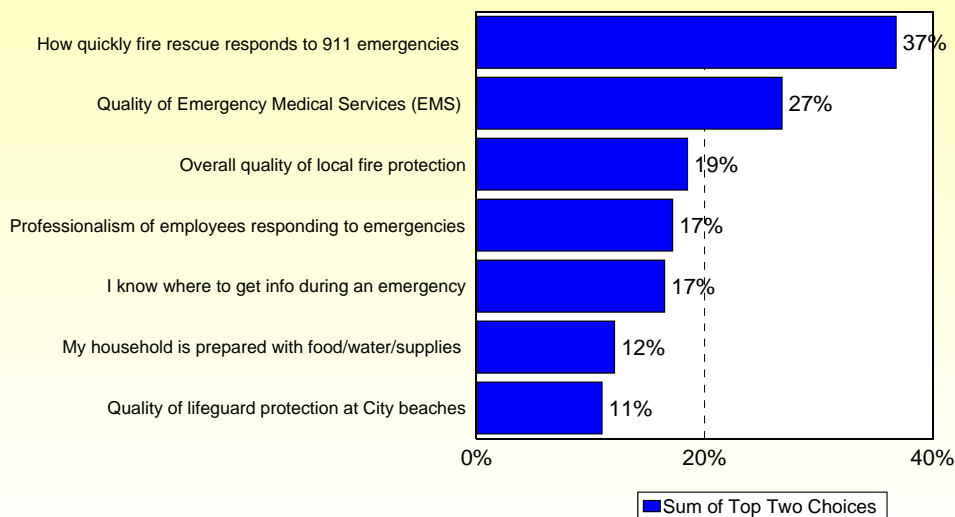
\*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

**Trends**

### Q7. Fire Rescue and Emergency Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

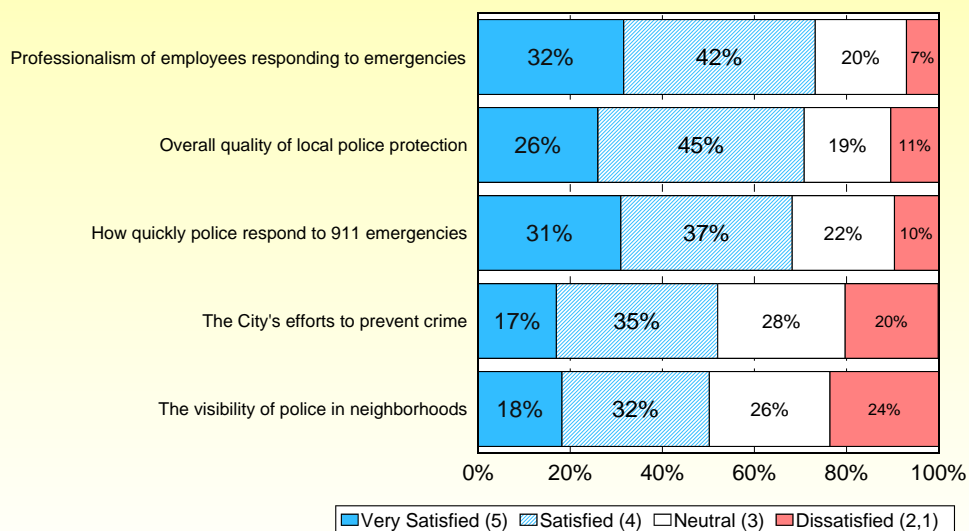
by percentage of respondents who selected the item as one of their top two choices



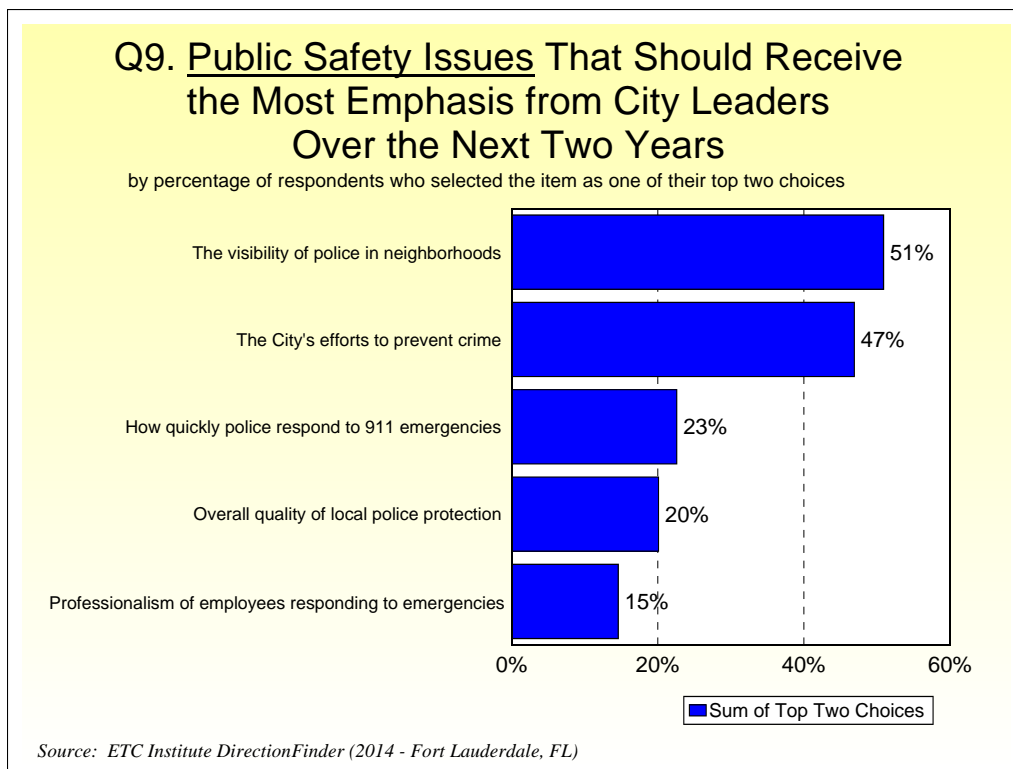
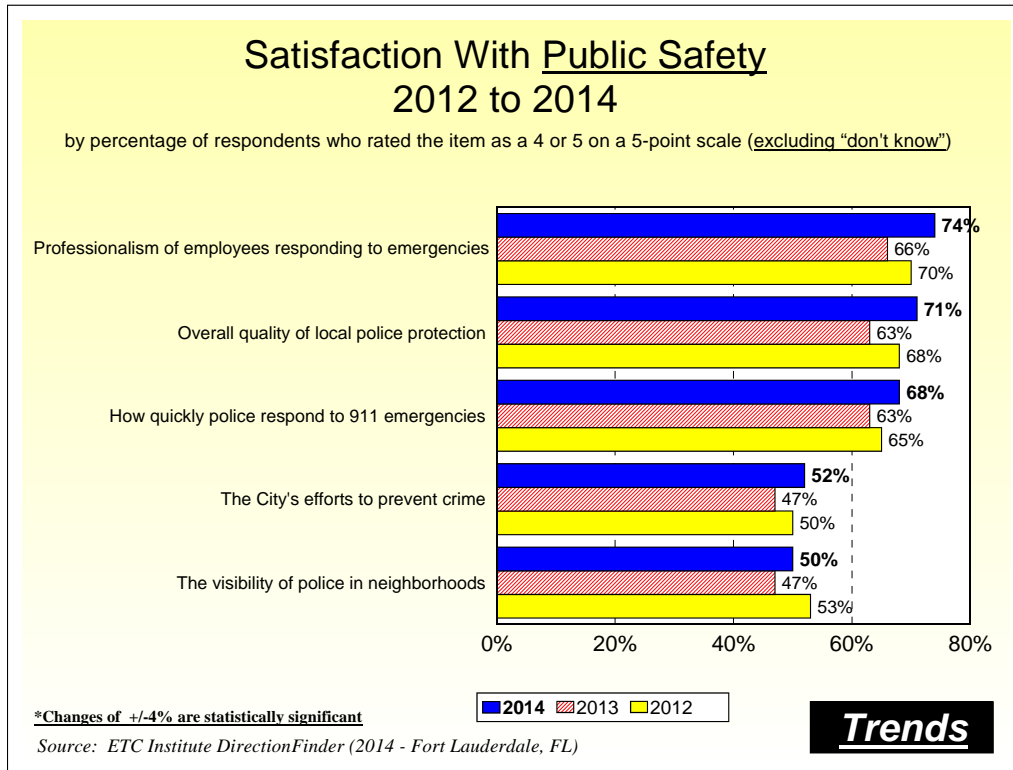
Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

### Q8. Satisfaction with Public Safety

by percentage of respondents (excluding "don't know")

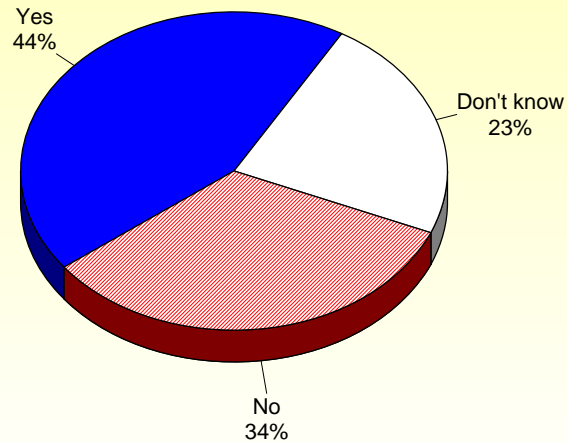


Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)



### Q10. Have you met a police officer in your neighborhood or at a civic association meeting?

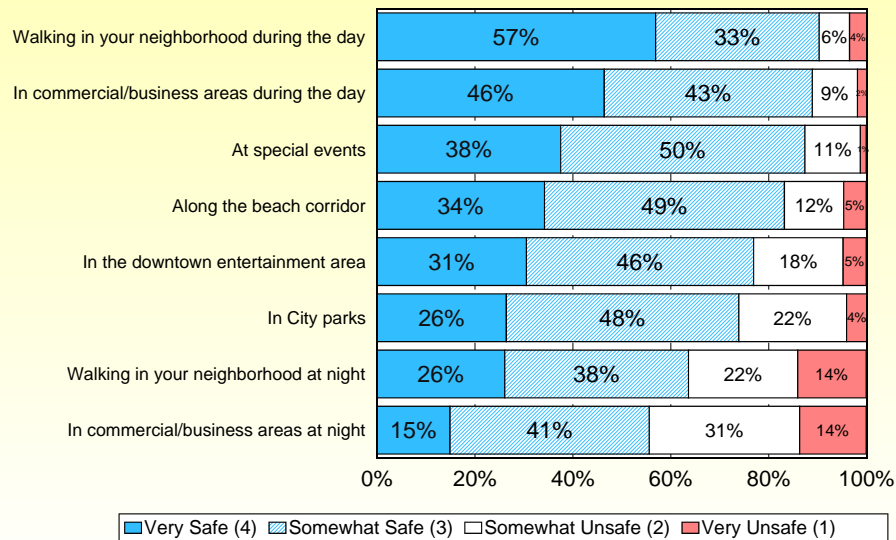
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

### Q11. Perceptions of Safety in Fort Lauderdale

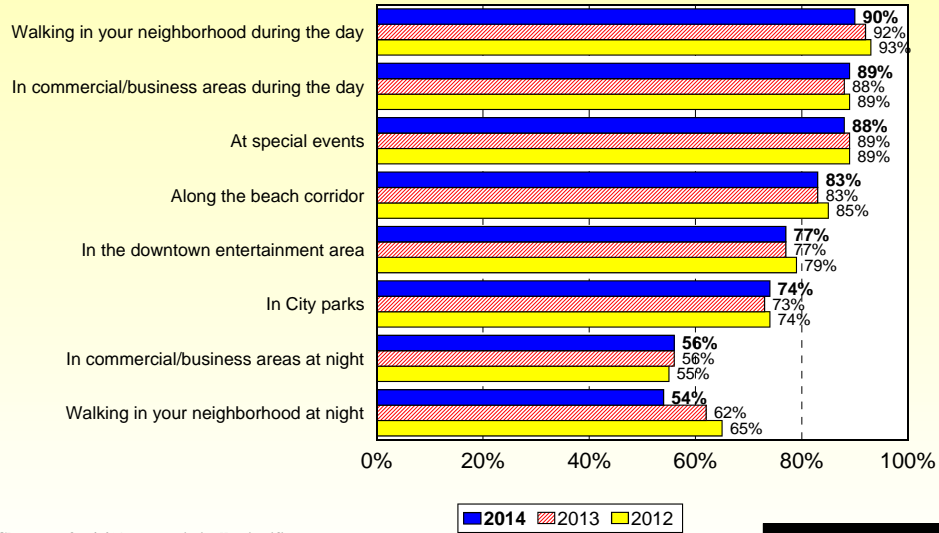
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

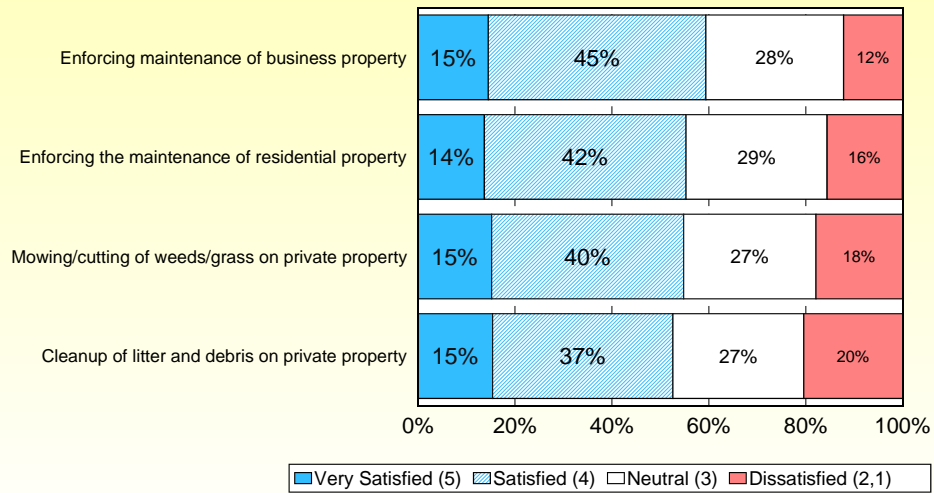
## Perceptions of Safety in Fort Lauderdale 2012 to 2014

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



## Q12. Satisfaction With Codes and Ordinances Related to Appearance

by percentage of respondents (excluding "don't know")



## Satisfaction With Codes and Ordinances Related to Appearance - 2012 to 2014

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



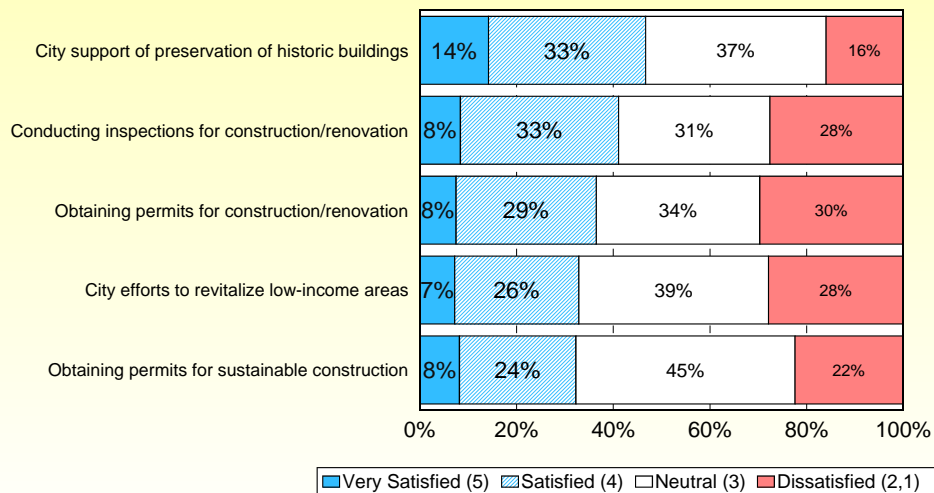
\*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

**Trends**

## Q13. Satisfaction with Community Planning and Development

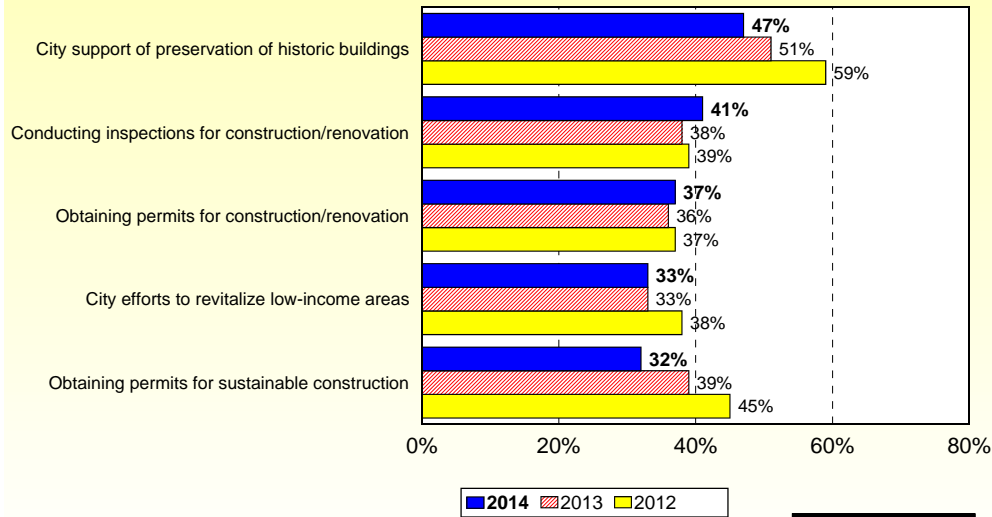
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

## Satisfaction with Community Planning and Development 2012 to 2014

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



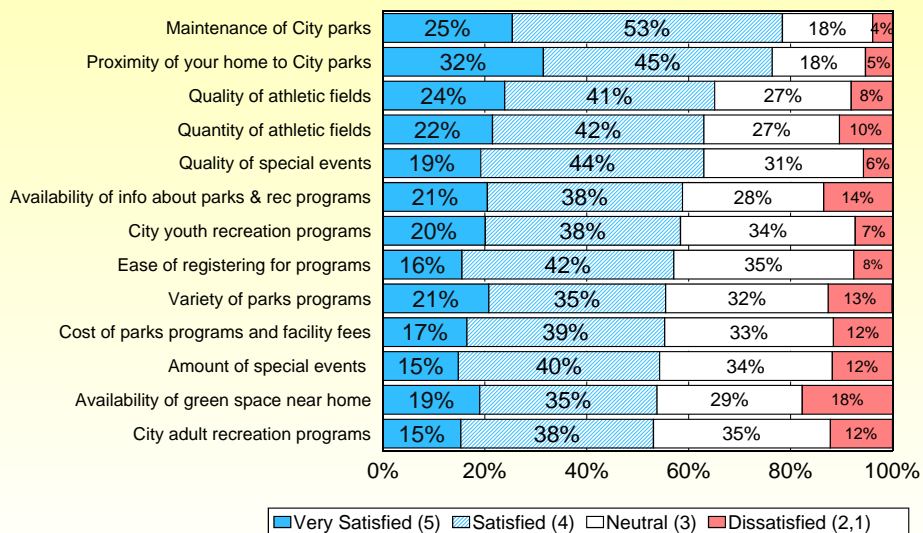
\*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

**Trends**

## Q14. Satisfaction With Parks and Recreation Services

by percentage of respondents (excluding "don't know")

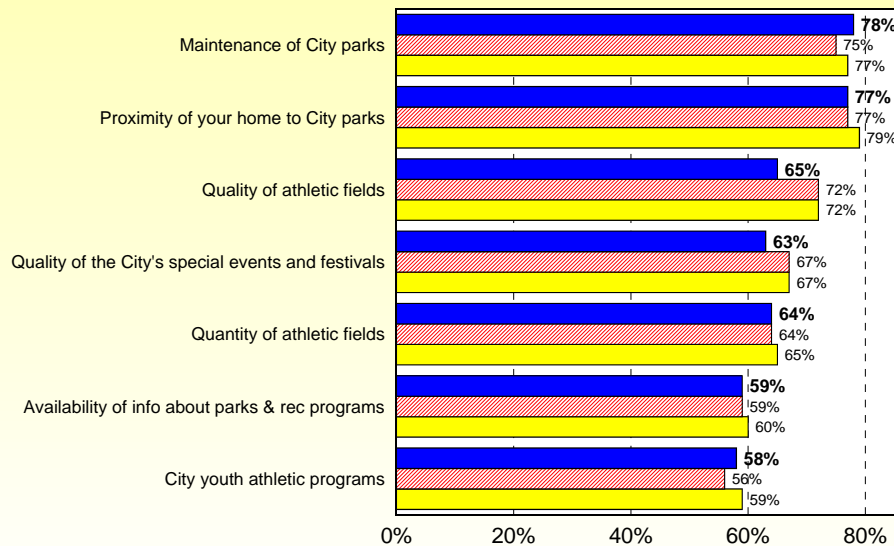


Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)



## Satisfaction With Parks and Recreation Services 2012 to 2014

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



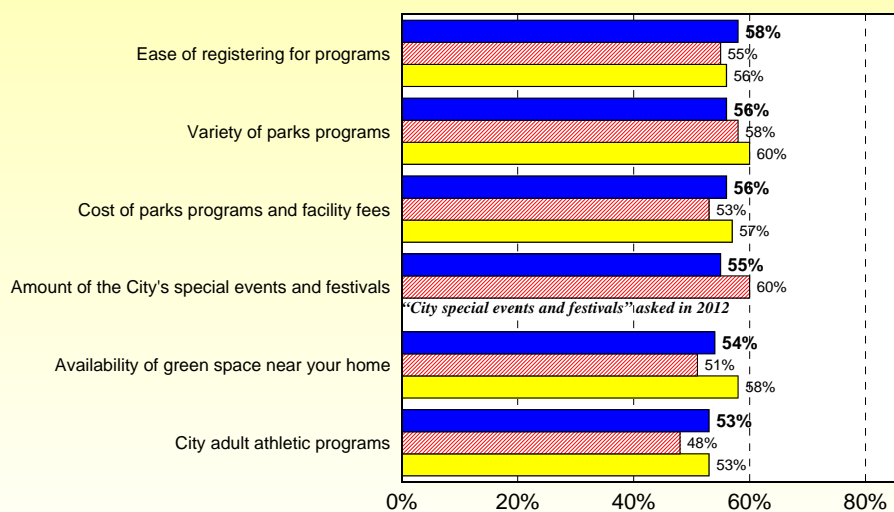
\*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

**Trends**

## (Cont.) Satisfaction With Parks and Recreation Services 2012 to 2014

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



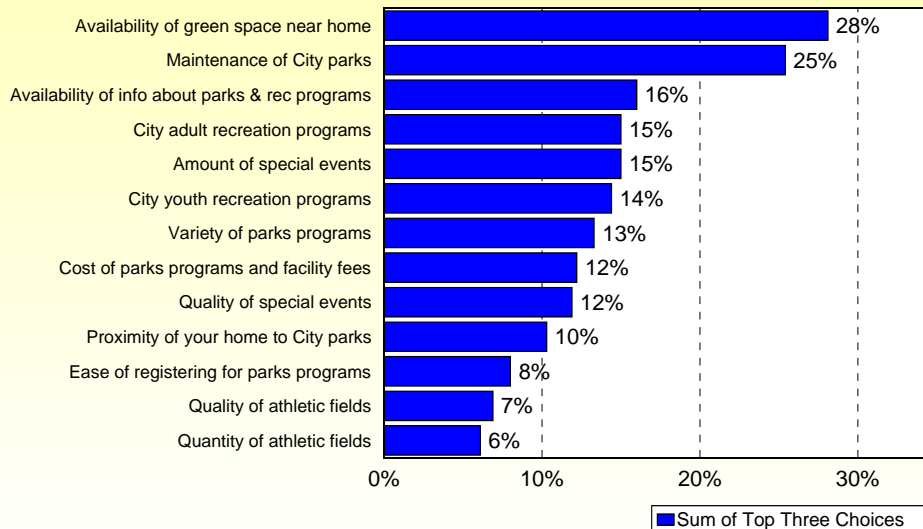
\*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

**Trends**

### Q15. Parks and Recreation Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

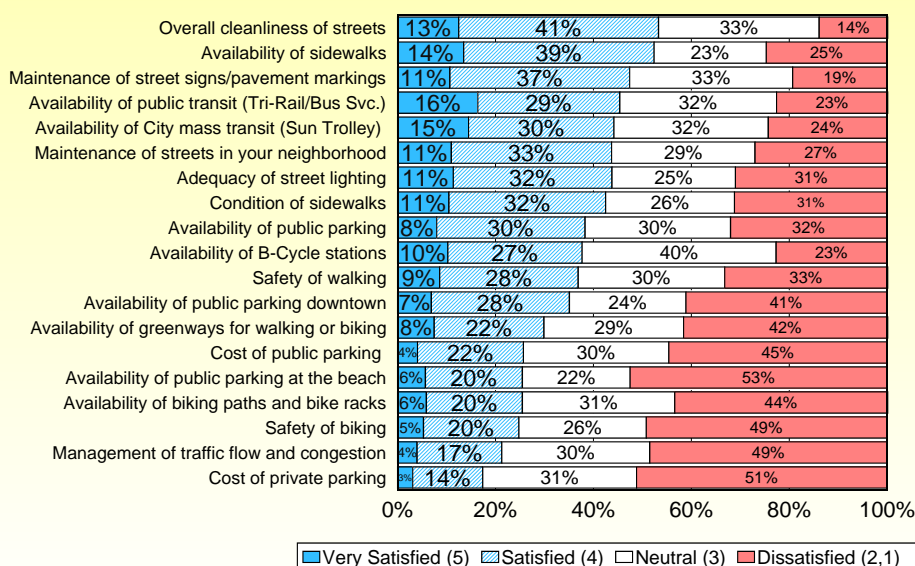
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

### Q16. Satisfaction With Transportation and Mobility

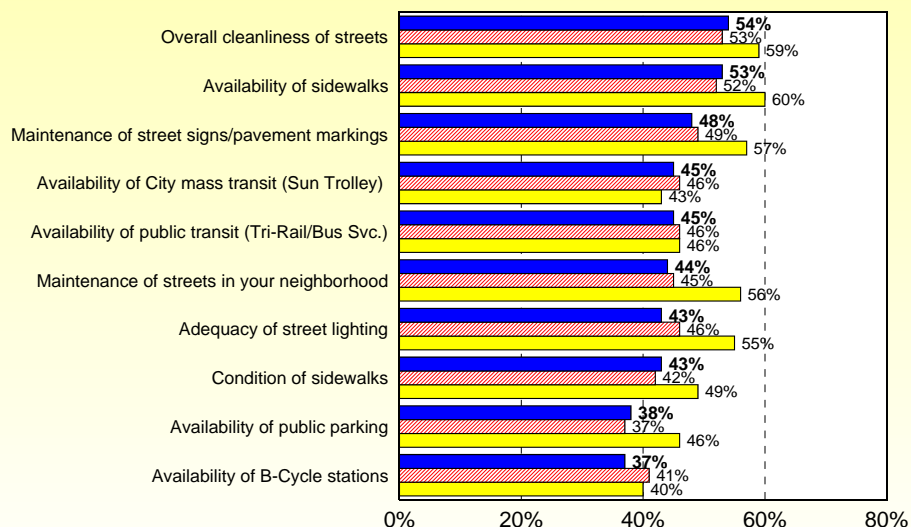
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

## Satisfaction With Transportation and Mobility 2012 to 2014

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



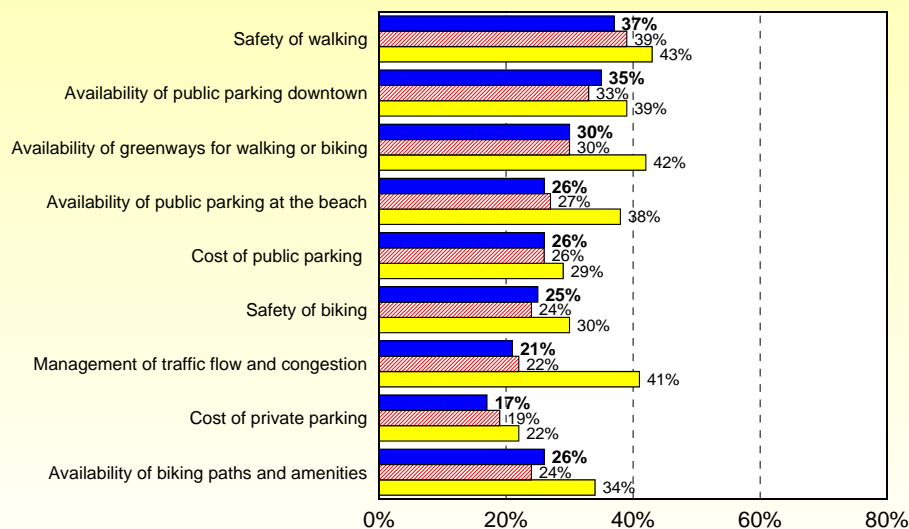
\*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

**Trends**

## (Cont.) Satisfaction With Transportation and Mobility 2012 to 2014

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



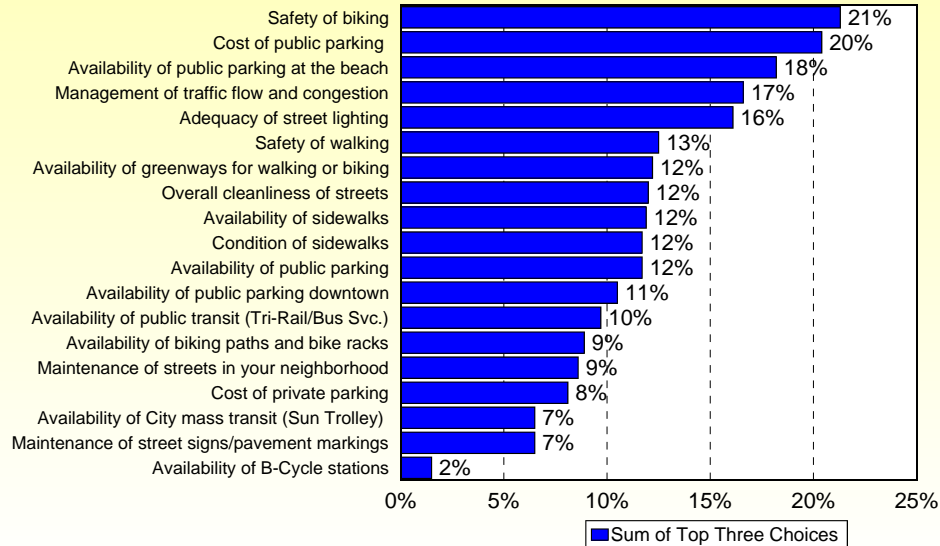
\*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

**Trends**

### Q17. Transportation and Mobility Issues That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

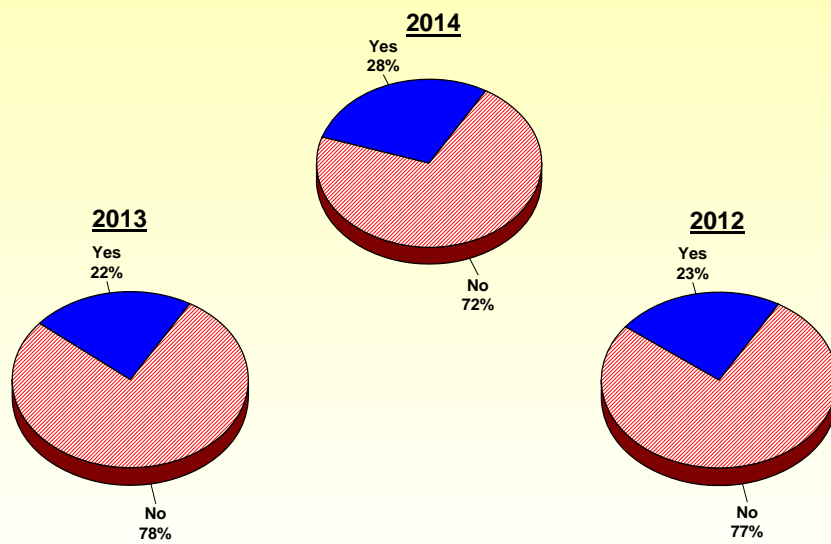
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

### Q18. Do you or does any member of your household use public transportation options?

by percentage of respondents (excluding "not provided")



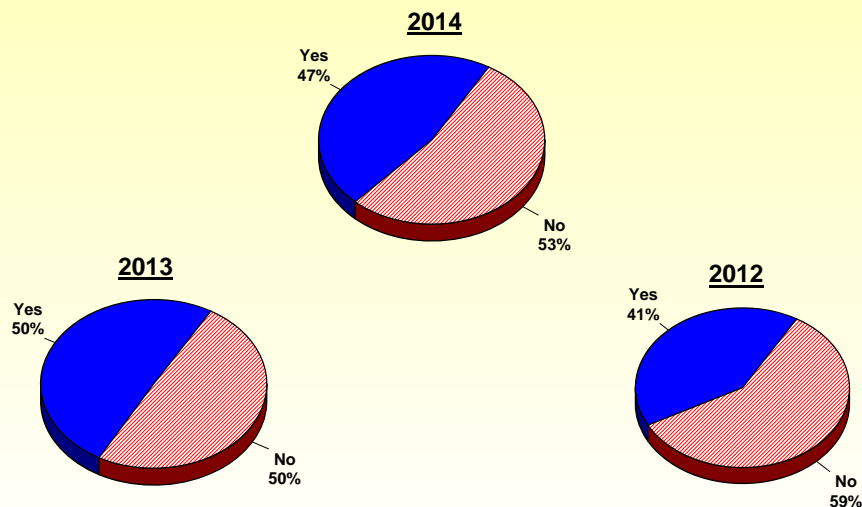
\*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

**Trends**

## Q19. Does anyone in your household regularly ride a bicycle?

by percentage of respondents (excluding "not provided")



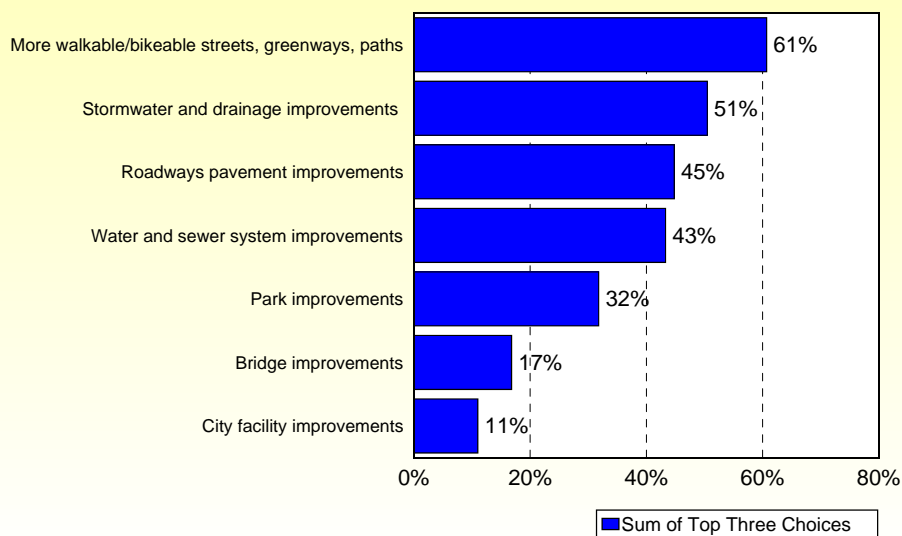
\*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

**Trends**

## Q20. Of these Community Investment Plan capital project types, which three would you select as the most important?

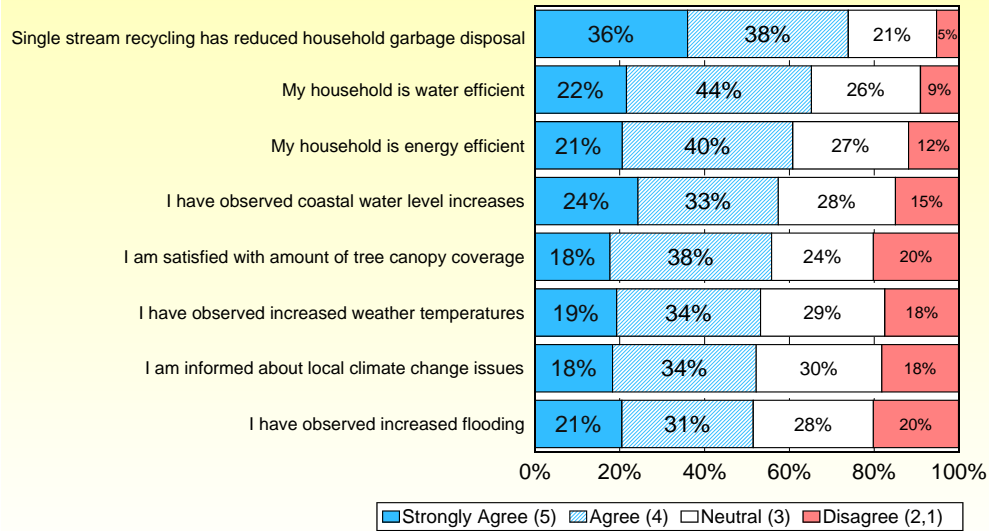
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

## Q21. Level of Agreement with Various Aspects of Sustainability

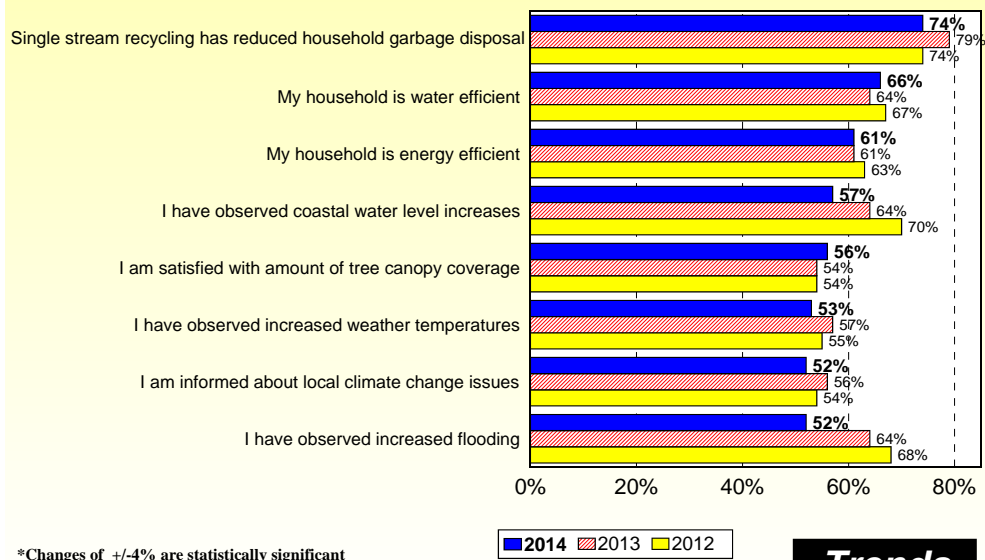
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

## Level of Agreement with Various Aspects of Sustainability - 2012 to 2014

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

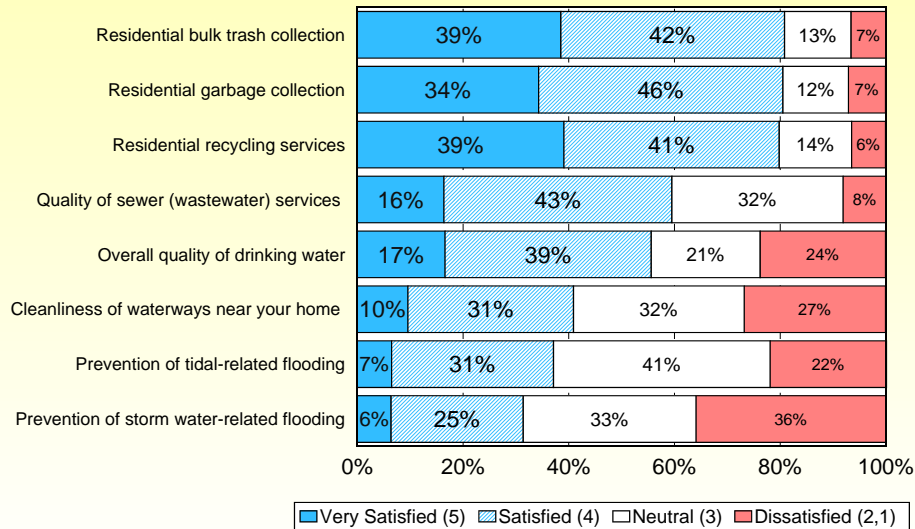


Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

**Trends**

## Q22. Satisfaction with Water, Wastewater, Waterways, Flooding, and Sanitation

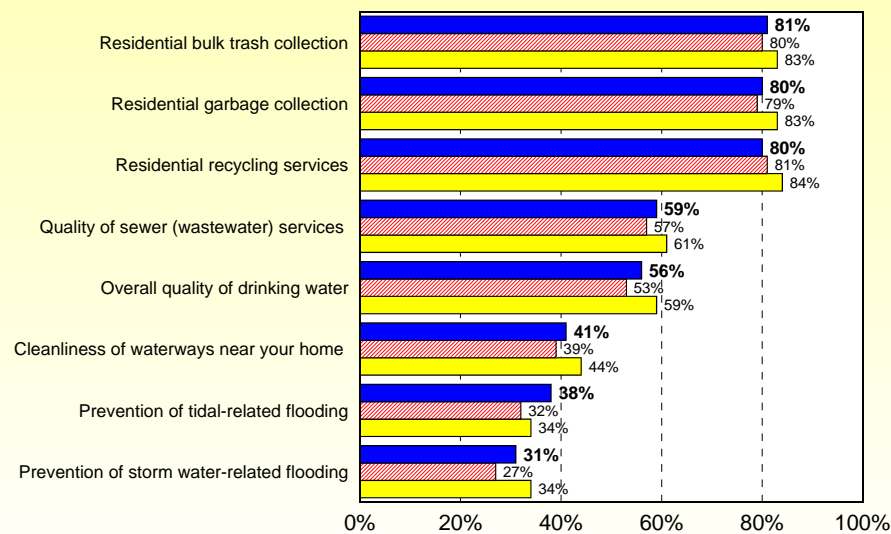
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

## Satisfaction with Water, Wastewater, Waterways, Flooding, and Sanitation - 2012 to 2014

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



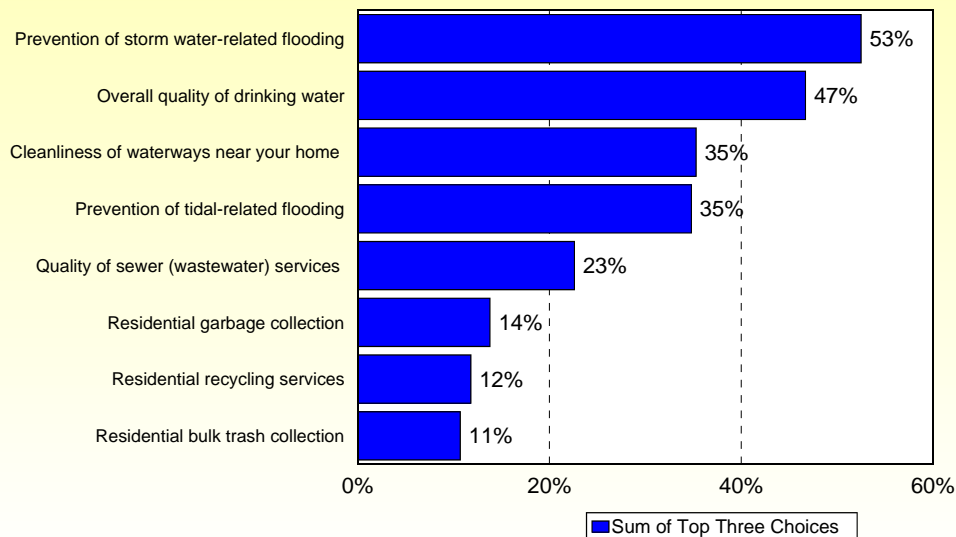
\*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

**Trends**

### Q23. Water and Sanitation Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

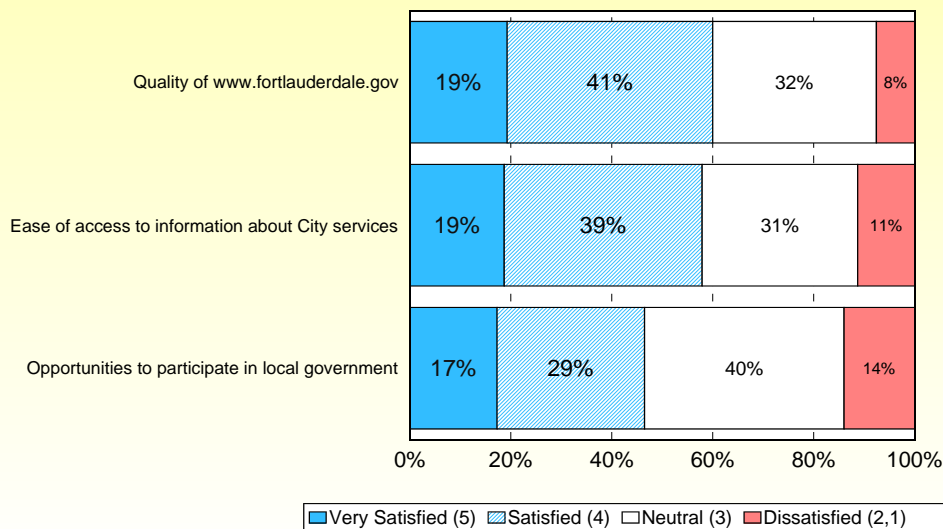
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

### Q24. Satisfaction With Public Communication and Outreach

by percentage of respondents (excluding "don't know")

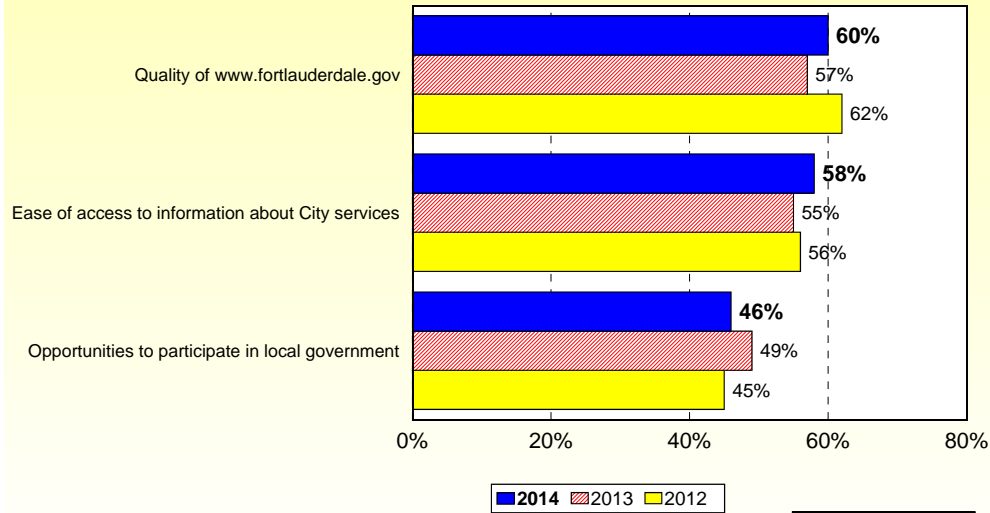


Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)



## Satisfaction With Public Communication and Outreach 2012 to 2014

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



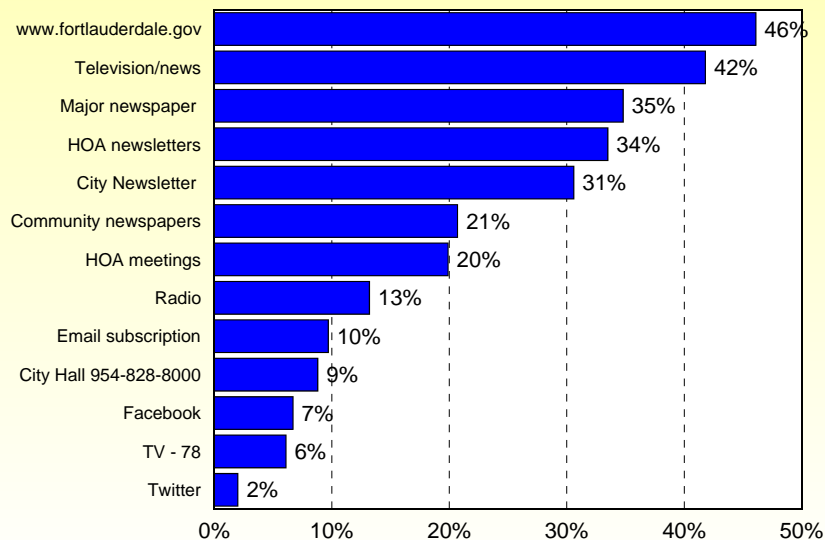
\*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

**Trends**

## Q25. Which of the following are your primary sources of information about City issues, services, and events?

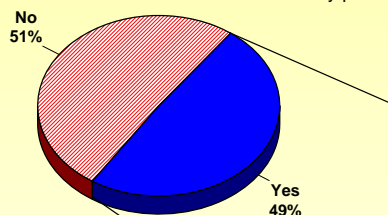
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

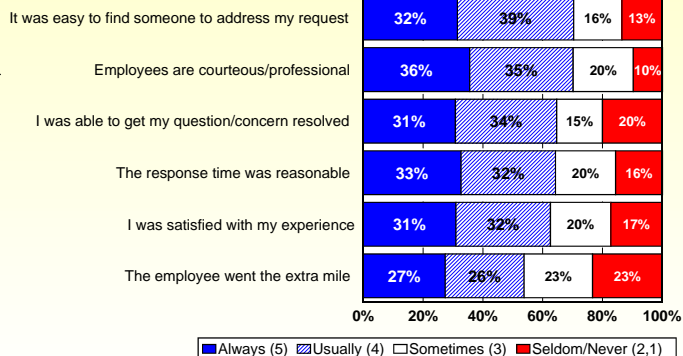
## Q26. Have you contacted the City during the past year?

by percentage of respondents



### Q26a-f. Frequency That City Employees Display Various Behaviors

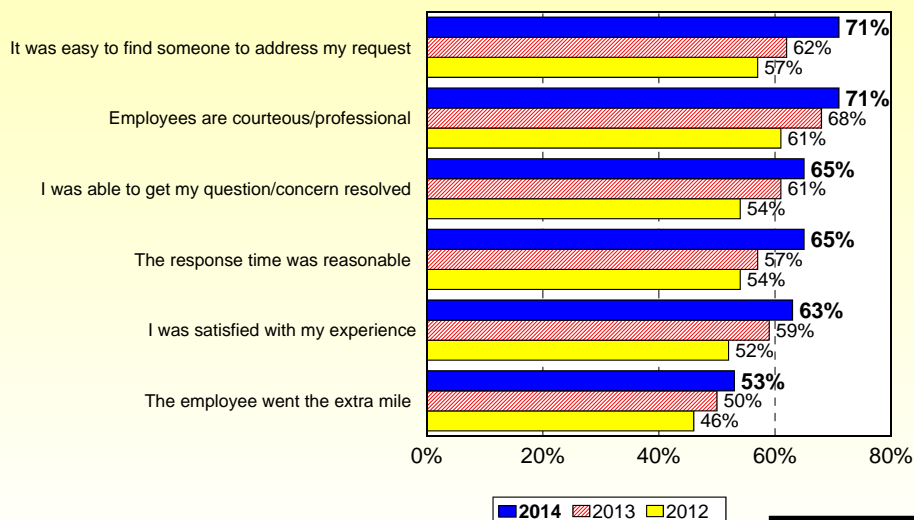
(excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

## Frequency That City Employees Display Various Behaviors 2012 to 2014

by percentage of respondents who had contacted the City during the past year and rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



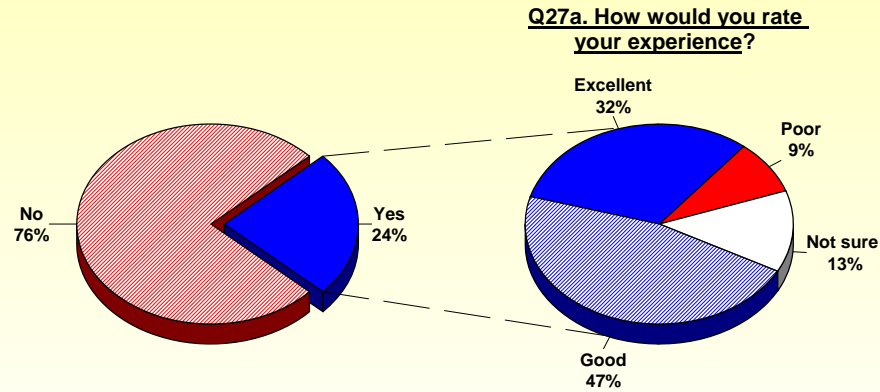
\*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

**Trends**

## Q27. Have you ever contacted our 24-hour Customer Service Center (954-828-8000)?

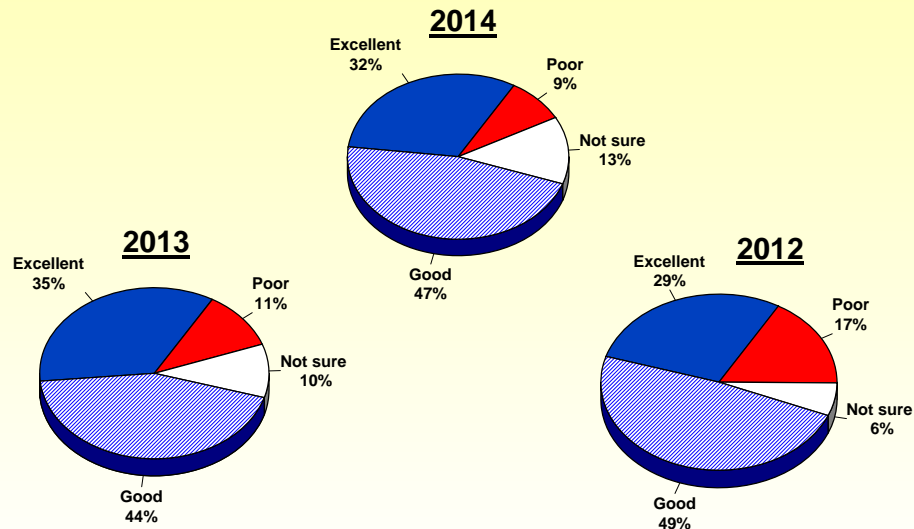
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

## How would you rate your experience? 2012 to 2014

by percentage of respondents contacted the City's 24-hour Customer Service Center



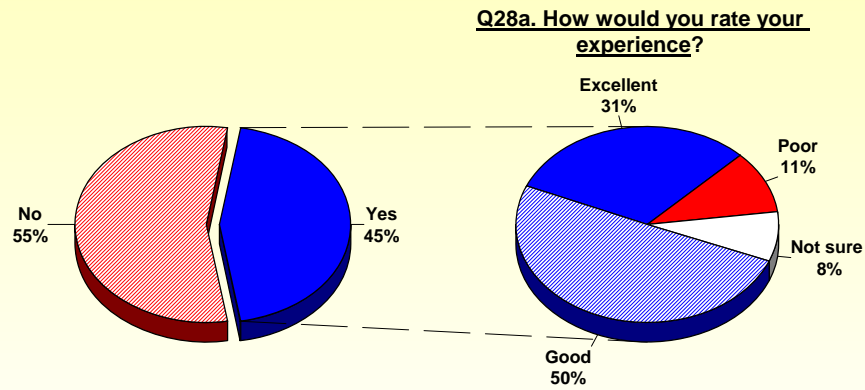
\*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

**Trends**

## Q28. Have you ever contacted our Utility Billing Office (954-828-5150)?

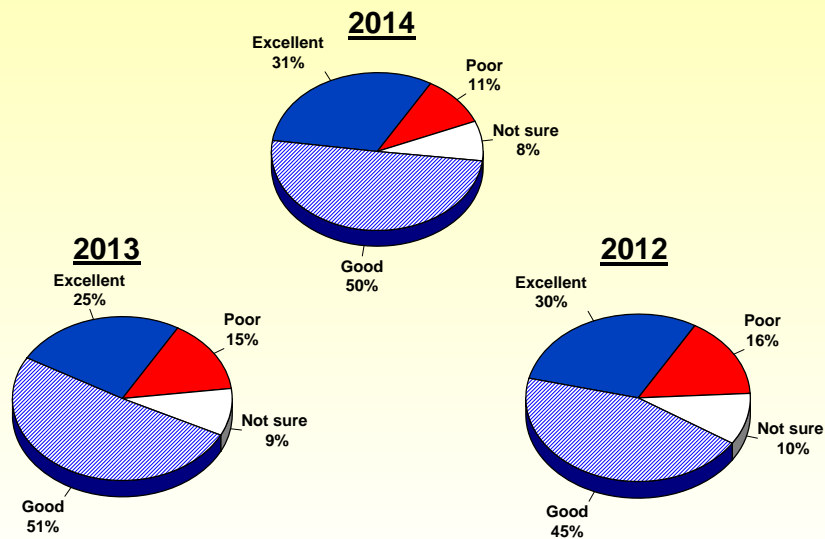
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

## How would you rate your experience? 2012 to 2014

by percentage of respondents who had contacted the City's Utility Billing Office



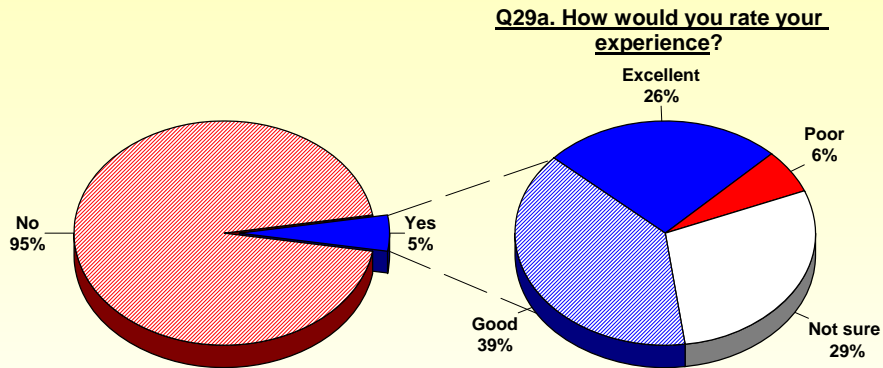
\*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

**Trends**

## Q29. Have you utilized the Lauderserve mobile device app to submit a service request?

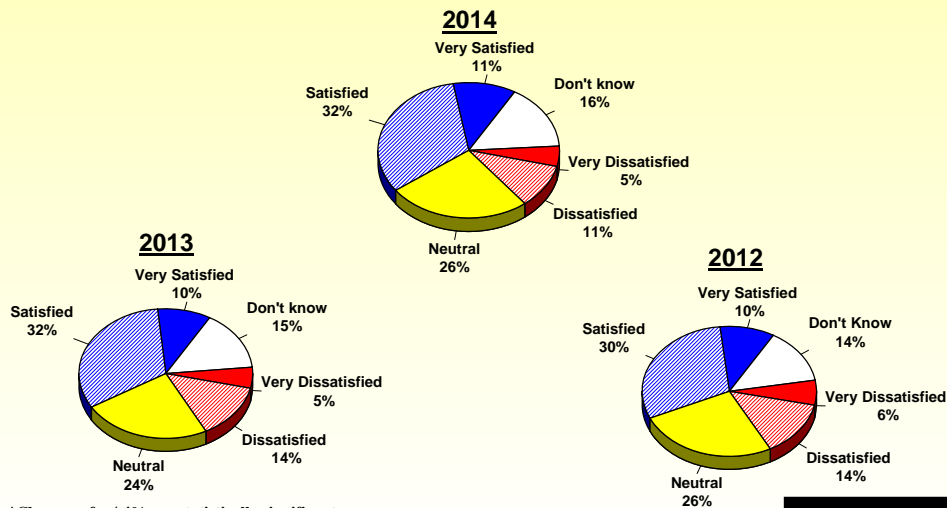
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

## Q30. What is your level of satisfaction with the value you receive for the portion of your property taxes that fund the City's operating budget?

by percentage of respondents



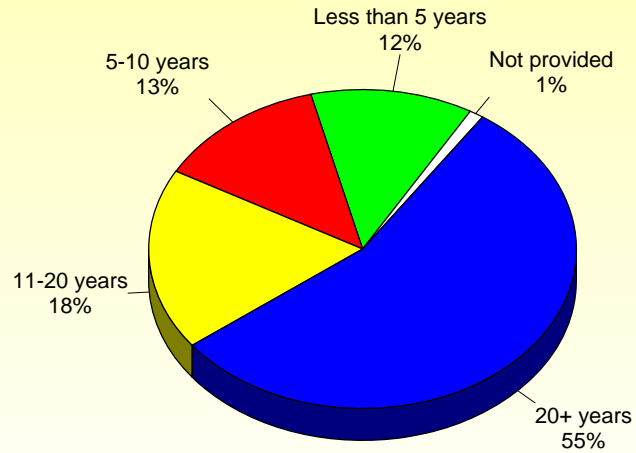
\*Changes of +/-4% are statistically significant

Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

**Trends**

### Q31. Approximately how many years have you lived in the City of Fort Lauderdale?

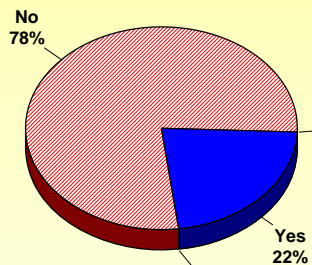
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

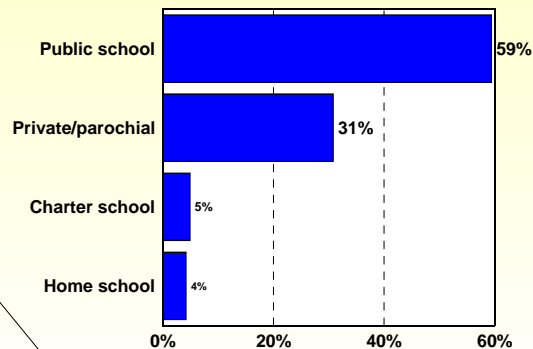
### Q32. Do you have school age children (grades K-12) living at home?

by percentage of respondents



#### Q32a. What type of school(s) do they attend?

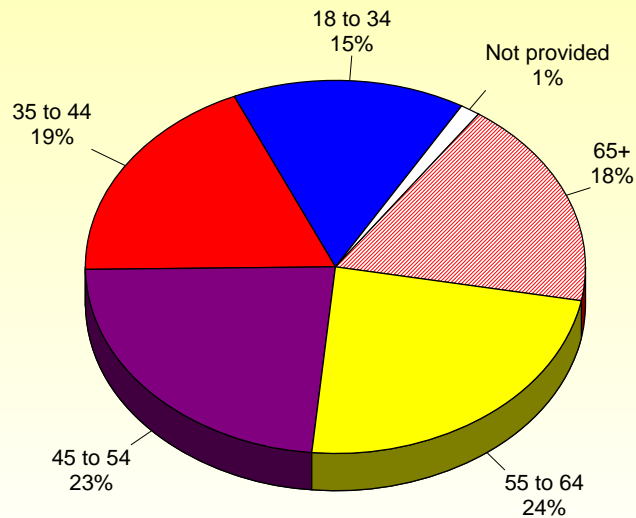
(multiple selections could be made)



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

### Q33. What is your age?

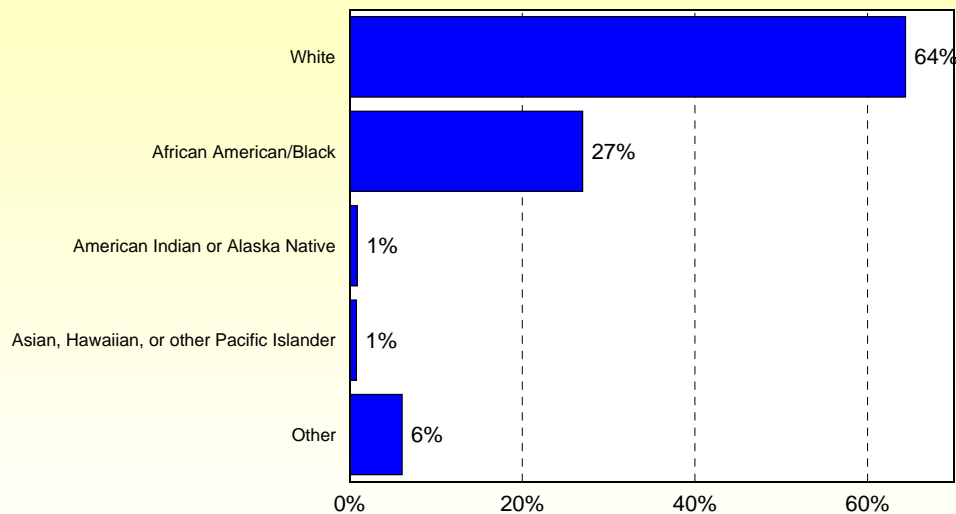
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

### Q34. Which of the following best describes your race?

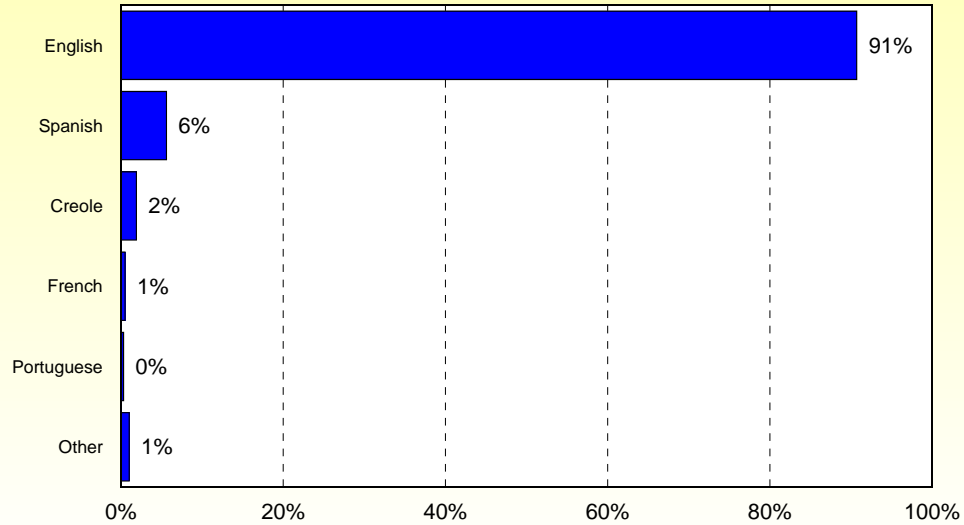
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

### Q35. What is the primary language spoken in your home?

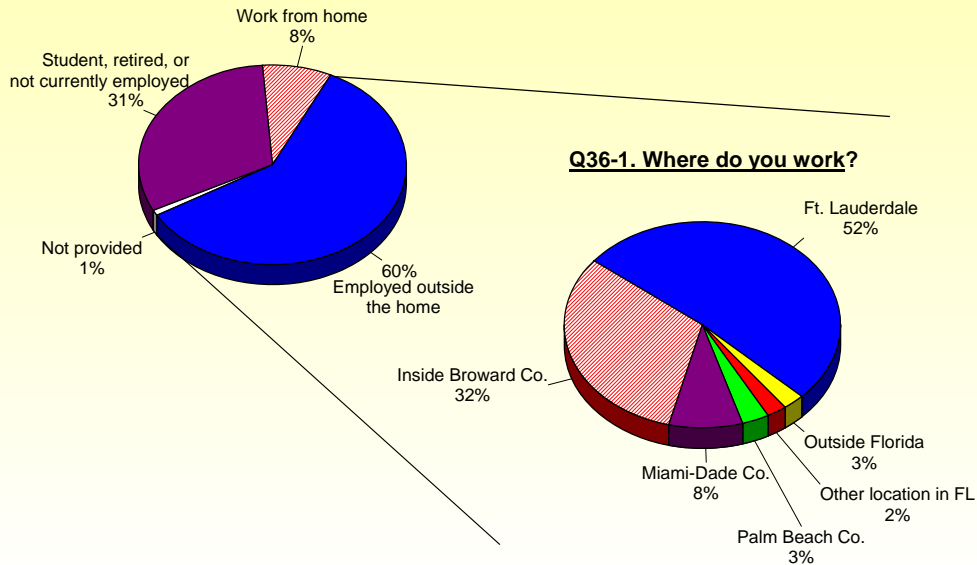
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

### Q36. Which of the following best describes your current place of employment?

by percentage of respondents

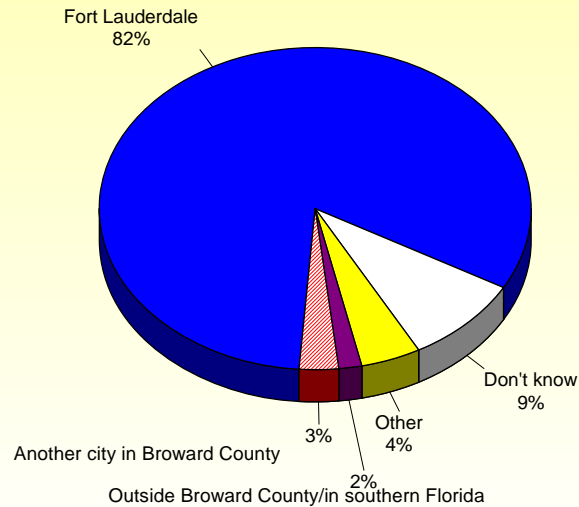


Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)



### Q37. Where do you plan to be living in the next 2-5 years?

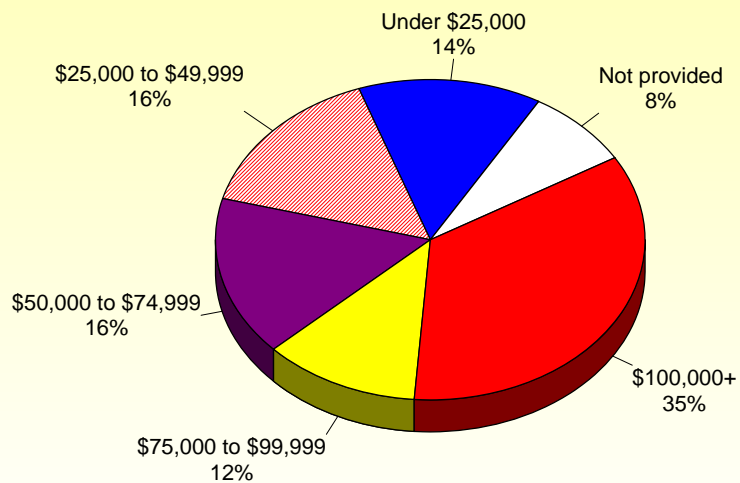
by percentage of respondents



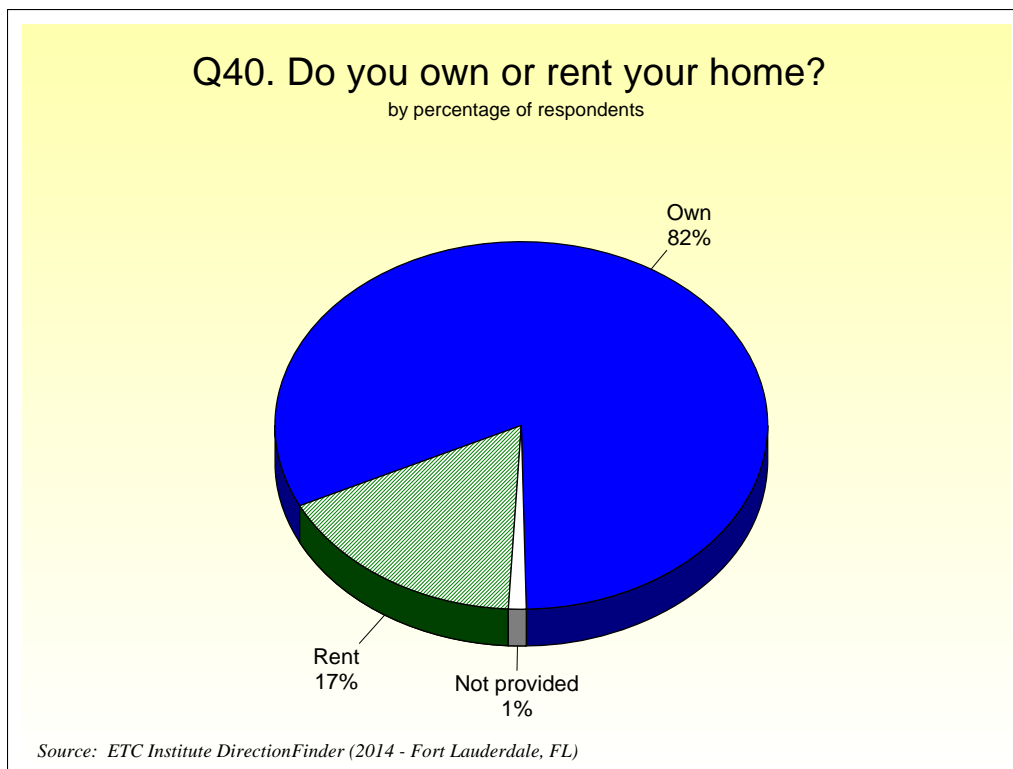
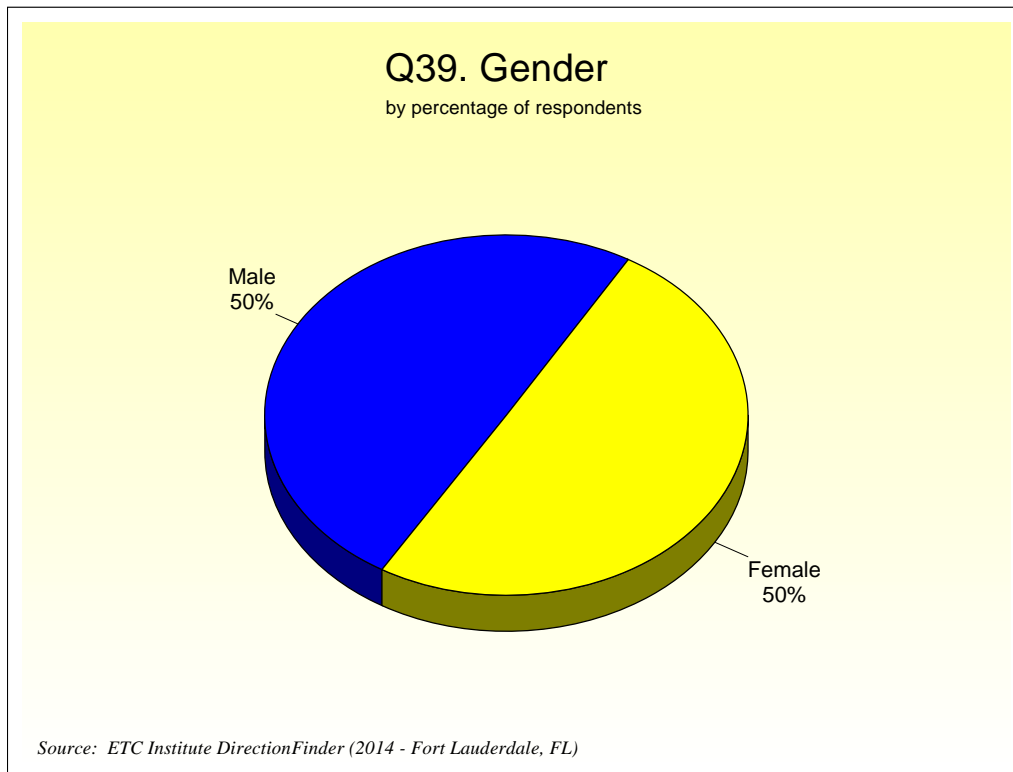
Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

### Q38. Annual Household Income

by percentage of respondents

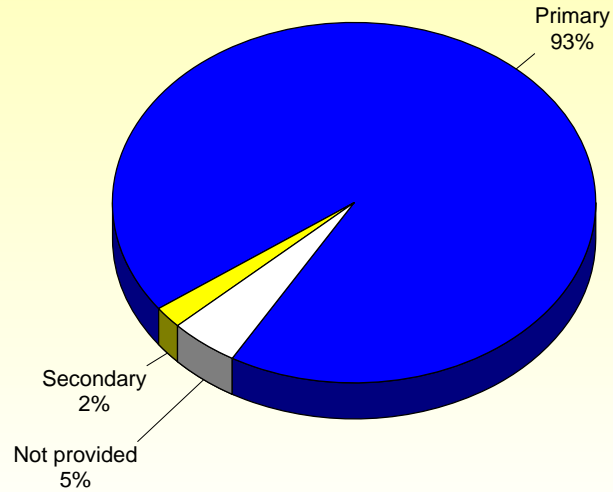


Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)



### Q41. Is your residence in Fort Lauderdale your primary or secondary residence?

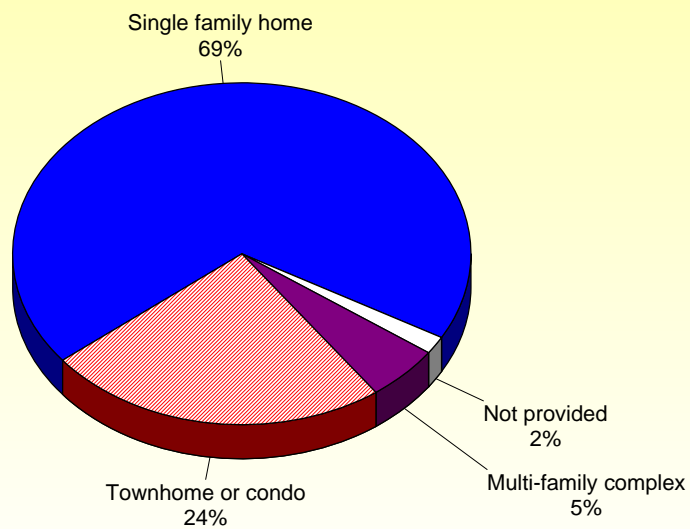
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

### Q42. In what type of residence do you live?

by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Fort Lauderdale, FL)

***Section 2:***  
***Importance-Satisfaction***  
***Analysis***

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## Importance-Satisfaction Analysis

The City of Fort Lauderdale, FL

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### Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

### Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable.  $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$ .

**Example of the Calculation.** Respondents were asked to identify the major services they thought were the most important for the City to provide. Fifty percent (50%) of residents selected "overall flow of traffic" as the most important major service to provide.

With regard to satisfaction, approximately twenty-nine percent (29.1%) of the residents surveyed rated their overall satisfaction with “overall flow of traffic” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for “overall flow of traffic” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 50% was multiplied by 70.9% (1-0.291). This calculation yielded an I-S rating of 0.3545, which ranked first out of twelve major City services.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ( $IS \geq 0.20$ )
- Increase Current Emphasis ( $0.10 \leq IS < 0.20$ )
- Maintain Current Emphasis ( $IS < 0.10$ )

The results for Fort Lauderdale are provided on the following pages.

## Importance-Satisfaction Rating

### City of Fort Lauderdale, FL

### Overall

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Overall flow of traffic	50%	1	29%	12	0.3545	1
<b><u>High Priority (IS .10-.20)</u></b>						
Maintenance of streets/sidewalks/infrastructure	35%	2	53%	8	0.1657	2
How well the City is preparing for the future	27%	3	43%	10	0.1516	3
How well the City is prepared for disasters	25%	4	51%	9	0.1205	4
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Effectiveness of communication with the community	14%	7	43%	11	0.0821	5
Enforcement of City codes and ordinances	16%	6	54%	7	0.0727	6
Quality of police and fire services	21%	5	76%	1	0.0509	7
Quality of City services	14%	8	68%	3	0.0442	8
Landscaping in parks/medians/public areas	11%	10	66%	4	0.0366	9
Quality of parks & recreation programs/facilities	12%	9	75%	2	0.0291	10
Quality of customer service from City employees	7%	11	61%	5	0.0279	11
Maintenance of City buildings and facilities	5%	12	58%	6	0.0222	12

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

# Importance-Satisfaction Rating

## City of Fort Lauderdale, FL

### Fire Rescue and Emergency Management

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><i>Medium Priority (IS &lt;.10)</i></b>						
How quickly fire rescue responds to 911 emergencies	37%	1	86%	3	0.0526	1
Quality of Emergency Medical Services (EMS)	27%	2	87%	2	0.0362	2
I know where to get info during an emergency	17%	5	79%	5	0.0348	3
My household is prepared with food/water/supplies for an emergency	12%	6	74%	7	0.0310	4
Professionalism of employees responding to emergencies	17%	4	85%	4	0.0260	5
Quality of lifeguard protection at City beaches	11%	7	77%	6	0.0257	6
Overall quality of local fire protection	19%	3	88%	1	0.0215	7

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.



## Importance-Satisfaction Rating

City of Fort Lauderdale, FL

### Public Safety: Police

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
The visibility of police in neighborhoods	51%	1	50%	5	0.2535	1
The City's efforts to prevent crime	47%	2	52%	4	0.2251	2
<b><u>Medium Priority (IS &lt;.10)</u></b>						
How quickly police respond to 911 emergencies	23%	3	68%	3	0.0719	3
Overall quality of local police protection	20%	4	71%	2	0.0587	4
Professionalism of employees responding to emergencies	15%	5	73%	1	0.0391	5

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

## Importance-Satisfaction Rating

### City of Fort Lauderdale, FL

### Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance- Satisfaction Rating	I-S Rating Rank
<b><u>High Priority (IS .10-.20)</u></b>						
Availability of green space near home	28%	1	54%	12	0.1298	1
<b><u>Medium Priority (IS &lt; .10)</u></b>						
City adult recreation programs	15%	4	53%	13	0.0704	2
Amount of special events	15%	5	54%	11	0.0686	3
Availability of info about parks & rec programs	16%	3	59%	6	0.0659	4
City youth recreation programs	14%	6	58%	7	0.0599	5
Variety of parks programs	13%	7	56%	9	0.0592	6
Maintenance of City parks	25%	2	78%	1	0.0549	7
Cost of parks programs and facility fees	12%	8	55%	10	0.0545	8
Quality of special events	12%	9	63%	4	0.0440	9
Ease of registering for programs	8%	11	57%	8	0.0343	10
Proximity of your home to City parks	10%	10	76%	2	0.0243	11
Quality of athletic fields	7%	12	65%	3	0.0241	12
Quantity of athletic fields	6%	13	63%	5	0.0226	13

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

## Importance-Satisfaction Rating

### City of Fort Lauderdale, FL

### Transportation and Mobility

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>High Priority (IS .10-.20)</u></b>						
Safety of biking	21%	1	25%	17	0.1602	1
Cost of public parking	20%	2	26%	14	0.1516	2
Availability of public parking at the beach	18%	3	26%	15	0.1356	3
Management of traffic flow and congestion	17%	4	21%	18	0.1306	4
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Adequacy of street lighting	16%	5	44%	6	0.0905	5
Availability of greenways for walking or biking	12%	7	30%	13	0.0855	6
Safety of walking	13%	6	37%	11	0.0789	7
Availability of public parking	12%	11	38%	9	0.0722	8
Availability of public parking downtown	11%	12	35%	12	0.0681	9
Condition of sidewalks	12%	10	43%	8	0.0673	10
Cost of private parking	8%	16	17%	19	0.0669	11
Availability of biking paths and bike racks	9%	14	26%	16	0.0663	12
Availability of sidewalks	12%	9	52%	2	0.0566	13
Overall cleanliness of streets	12%	8	53%	1	0.0560	14
Availability of public transit (Tri-Rail/Bus Svc.)	10%	13	45%	4	0.0530	15
Maintenance of streets in your neighborhood	9%	15	44%	7	0.0484	16
Availability of City mass transit (Sun Trolley)	7%	17	44%	5	0.0363	17
Maintenance of street signs/pavement markings	7%	18	47%	3	0.0342	18
Availability of B-Cycle stations	2%	19	38%	10	0.0093	19

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

# Importance-Satisfaction Rating

## City of Fort Lauderdale, FL

### Water, Wastewater, Waterways, Flooding and Sanitation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Prevention of storm water-related flooding	53%	1	31%	8	0.3602	1
Prevention of tidal-related flooding	35%	4	37%	7	0.2189	2
Cleanliness of waterways near your home	35%	3	41%	6	0.2086	3
Overall quality of drinking water	47%	2	56%	5	0.2073	4
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Quality of sewer (wastewater) services	23%	5	60%	4	0.0915	5
Residential garbage collection	14%	6	81%	2	0.0269	6
Residential recycling services	12%	7	80%	3	0.0238	7
Residential bulk trash collection	11%	8	81%	1	0.0205	8

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

## Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

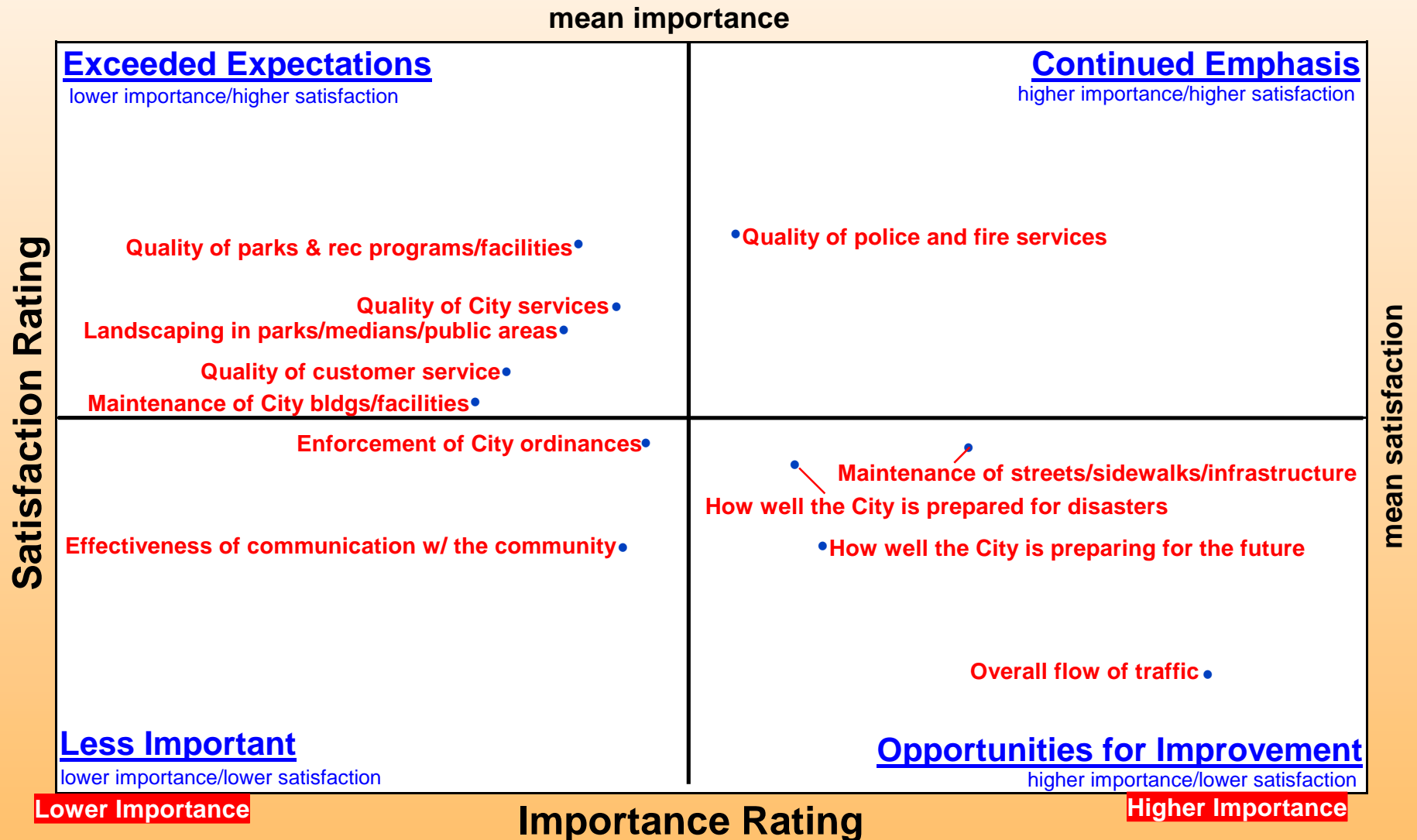
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for Fort Lauderdale are provided on the following pages.

# 2014 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

## -Overall-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

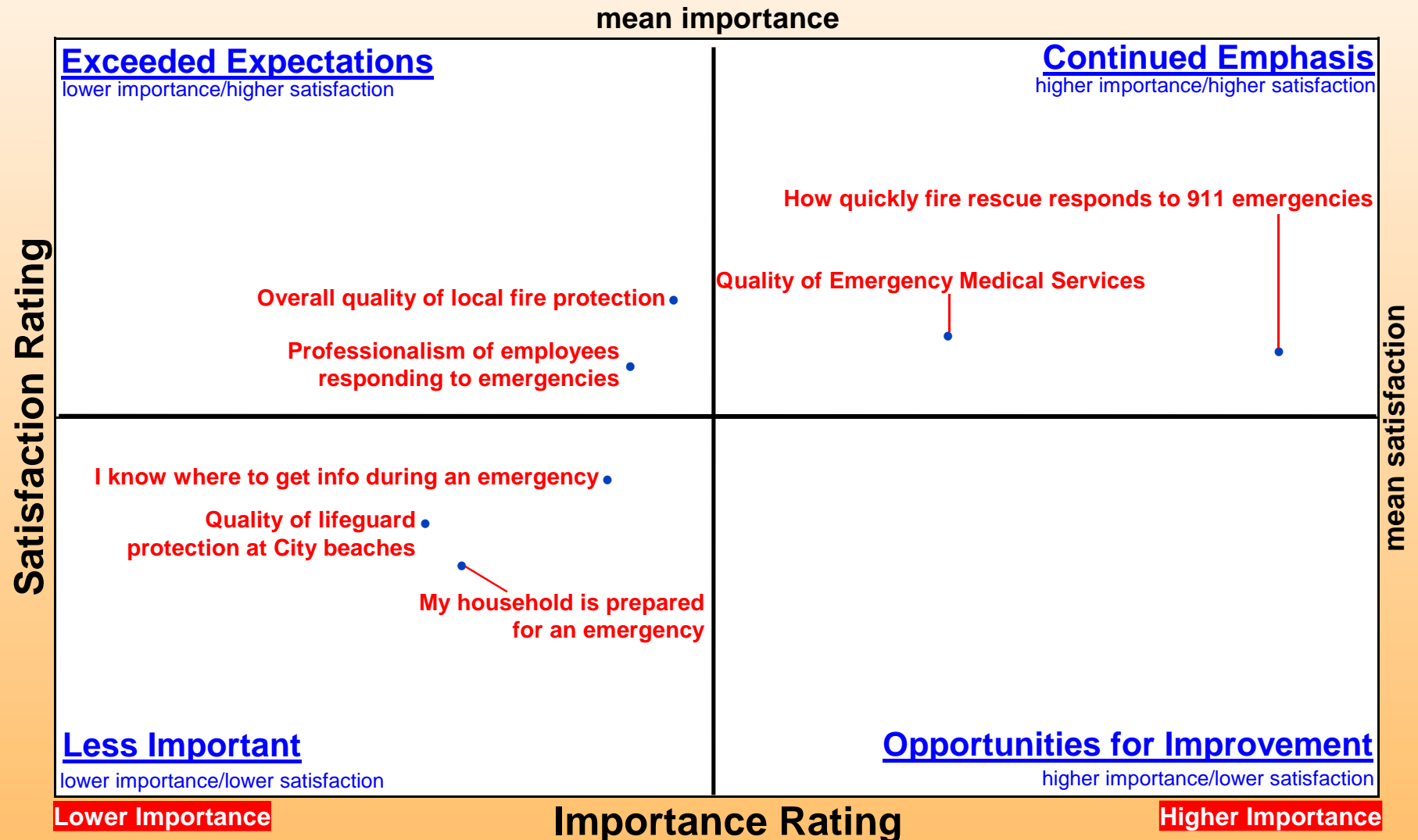


Source: ETC Institute (2014)

# 2014 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

## -Fire Rescue-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

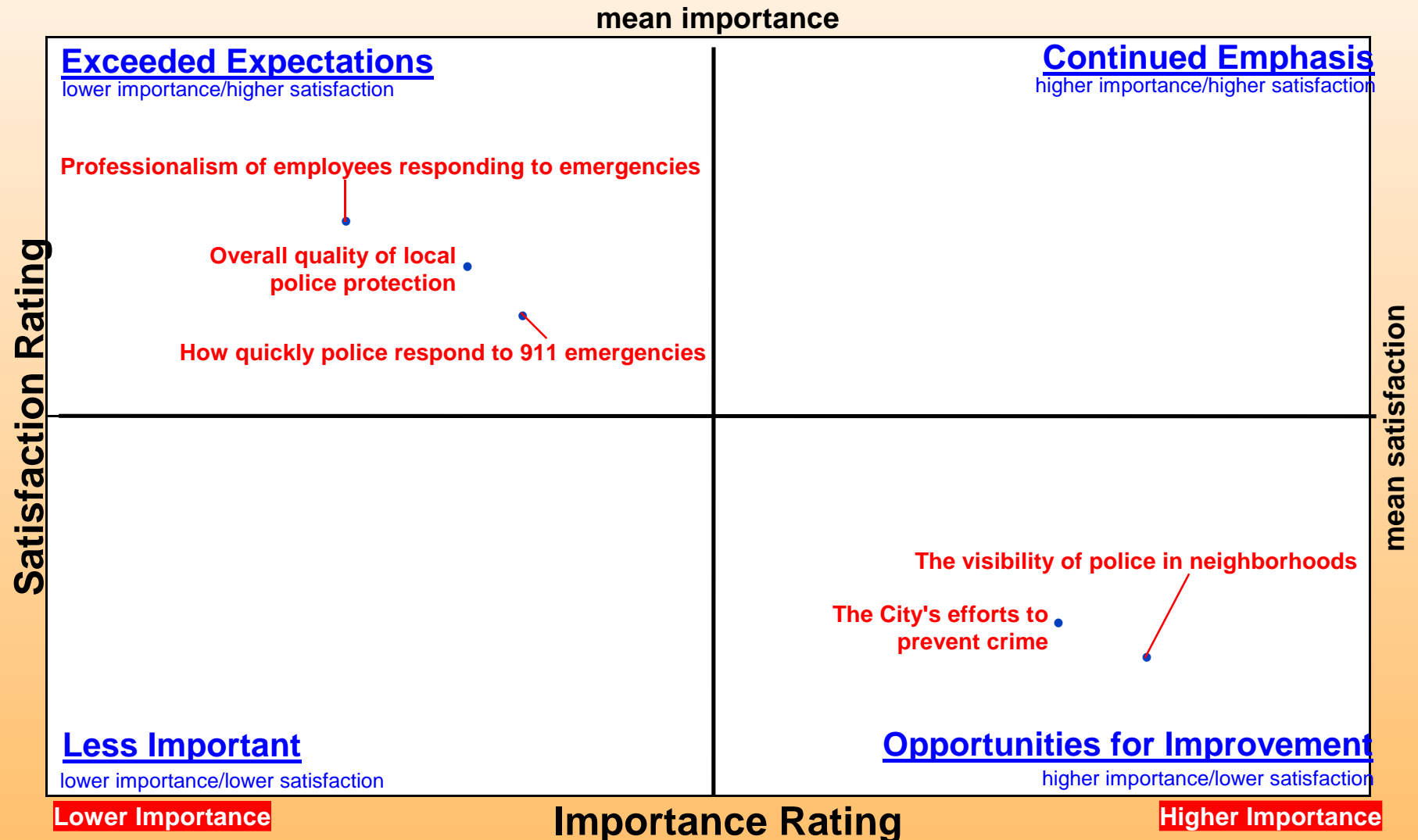


Source: ETC Institute (2014)

# 2014 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

## -Public Safety: Police-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



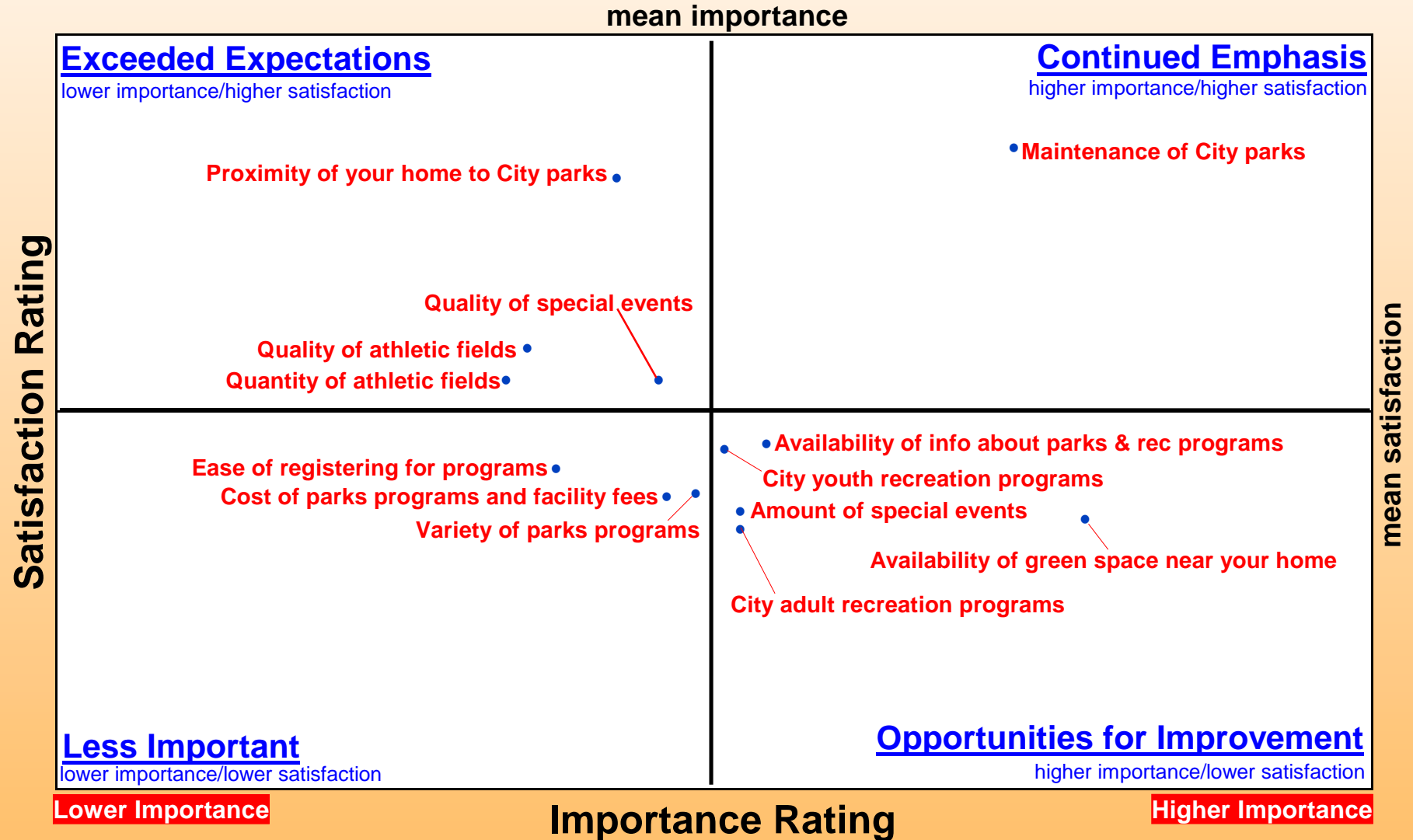
Source: ETC Institute (2014)



# 2014 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

## -Parks and Recreation-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

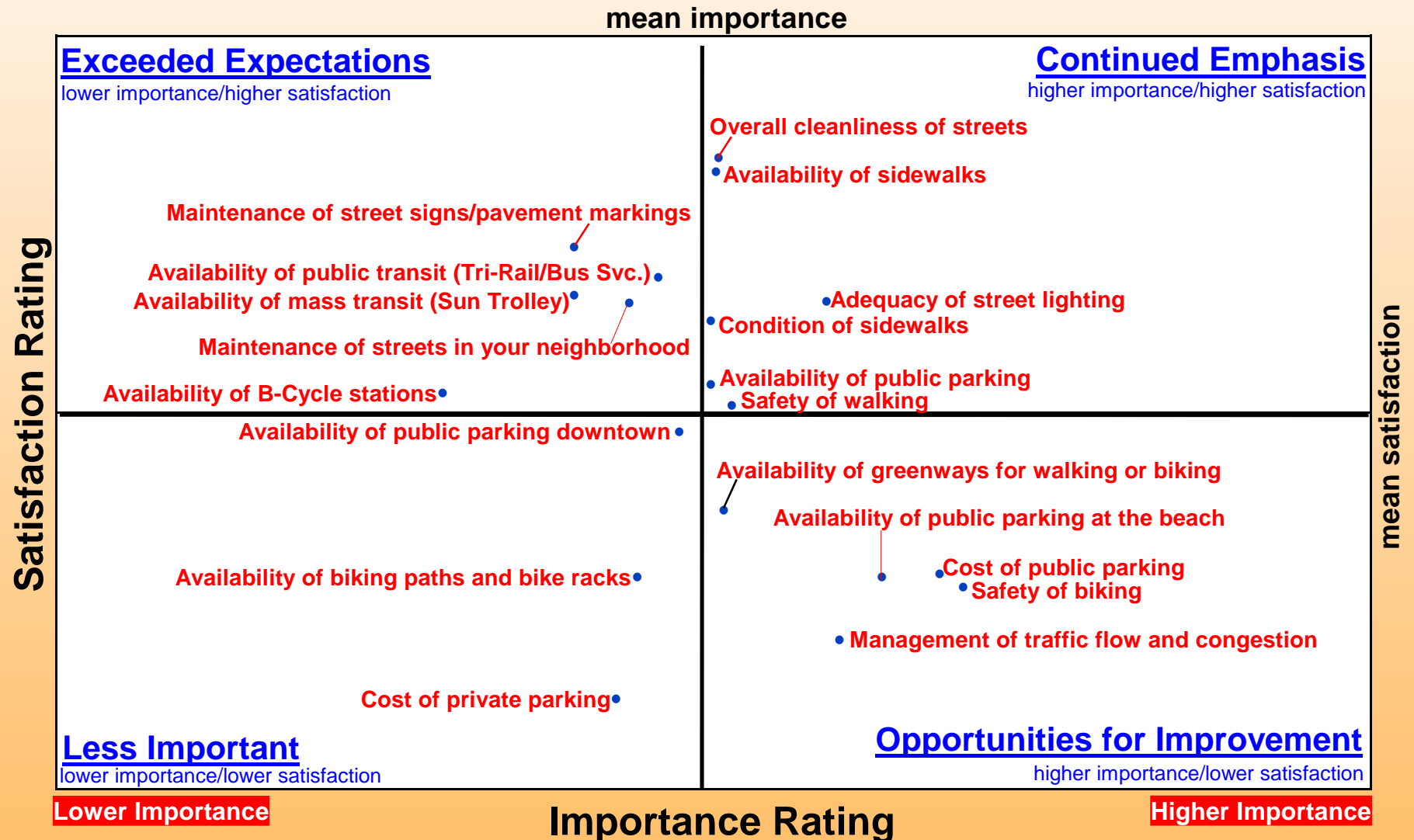


Source: ETC Institute (2014)

# 2014 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

## -Transportation and Mobility-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

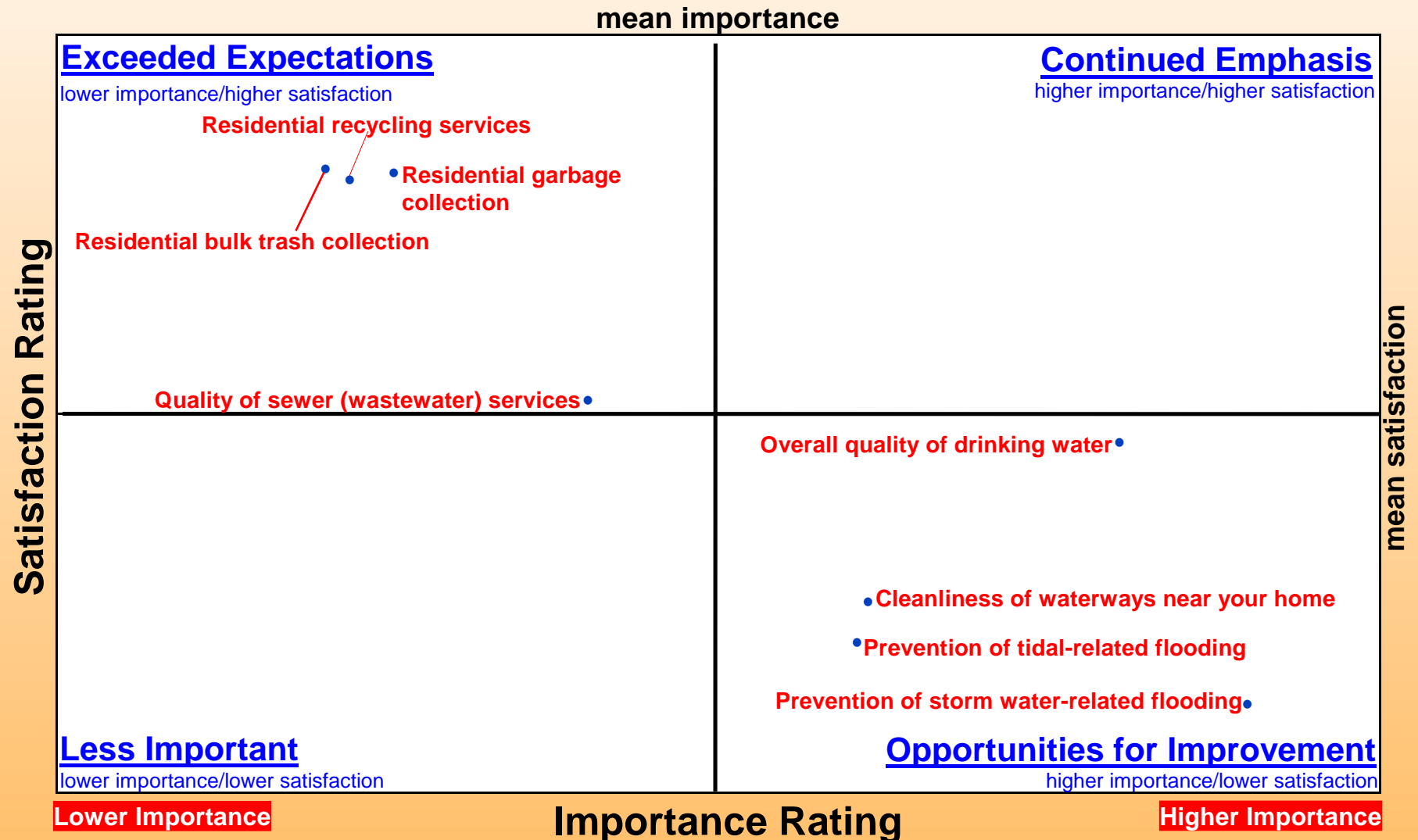


Source: ETC Institute (2014)

# 2014 City of Fort Lauderdale DirectionFinder Importance-Satisfaction Assessment Matrix

## -Water, Wastewater, Waterways, Flooding and Sanitation-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2014)

***Section 3:***  
***GIS Mapping***

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## Interpreting the Maps

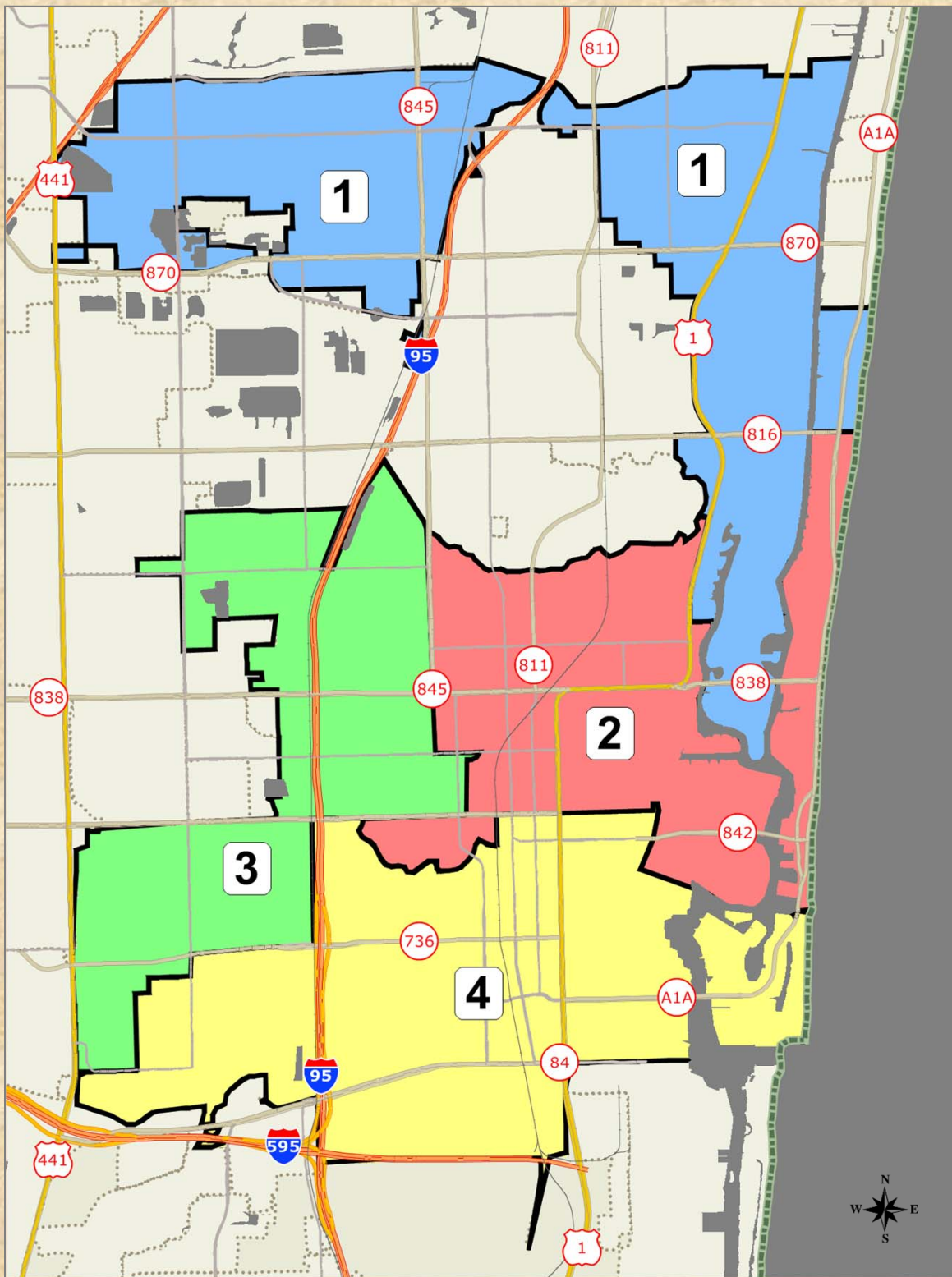
The maps on the following pages show the mean ratings for several questions on the survey by Commission District within Fort Lauderdale, Florida.

If all areas on a map are the same color, then residents generally feel the same about that issue.

When reading the maps, please use the following color scheme as a guide:

- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

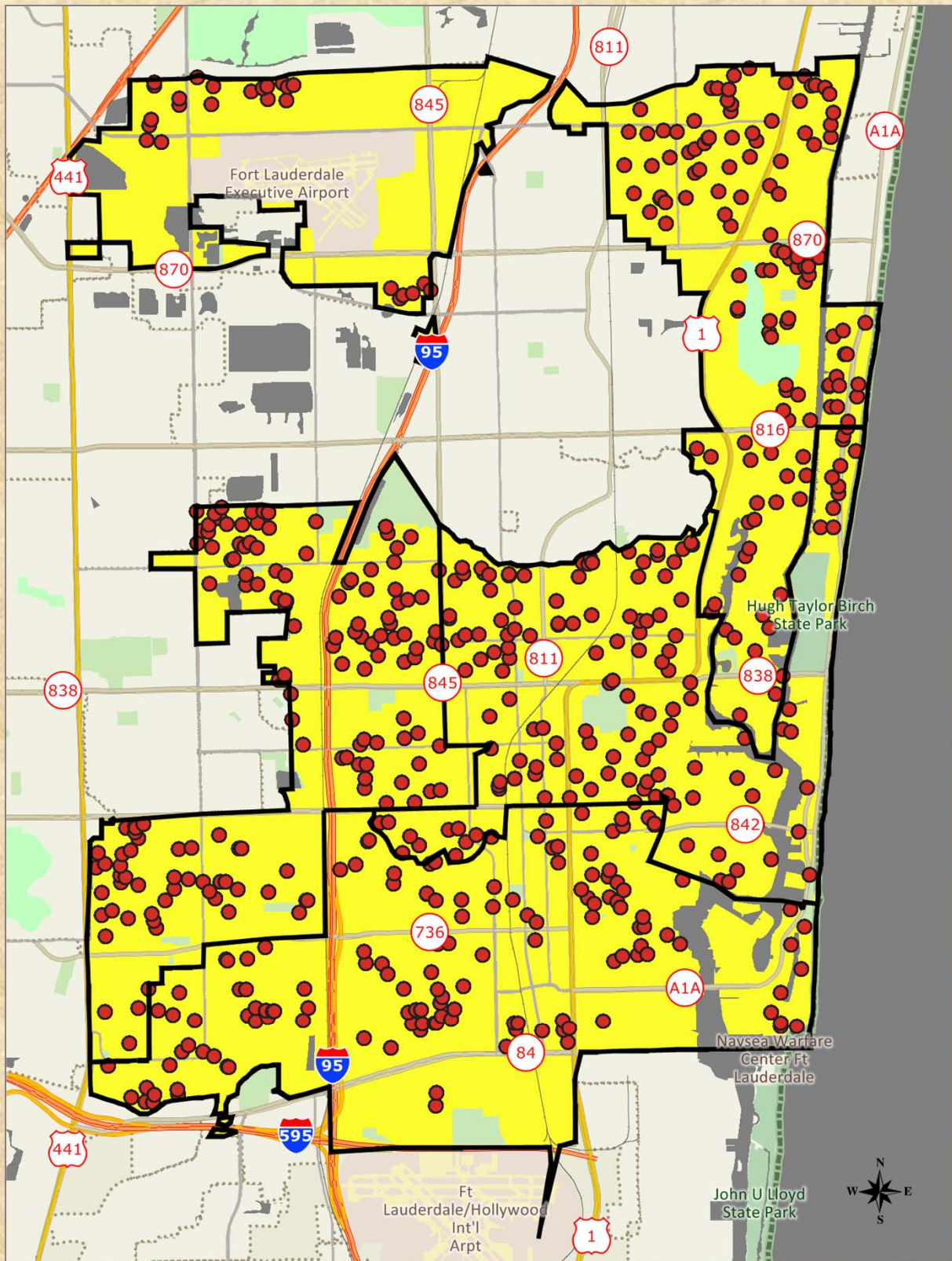
## Districts



## 2014 City of Fort Lauderdale Neighbor Survey



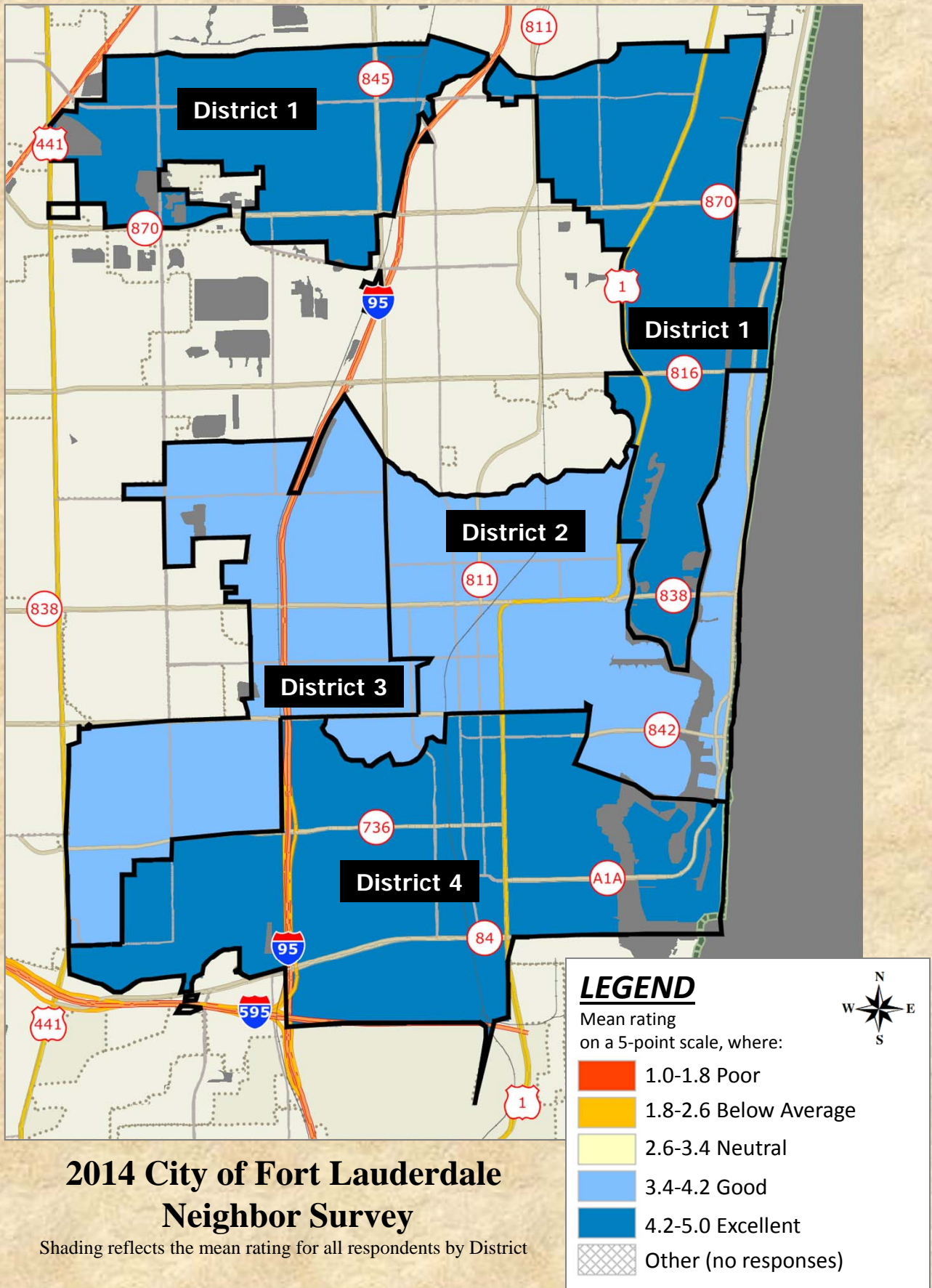
## Location of Survey Respondents



## 2014 City of Fort Lauderdale Neighbor Survey

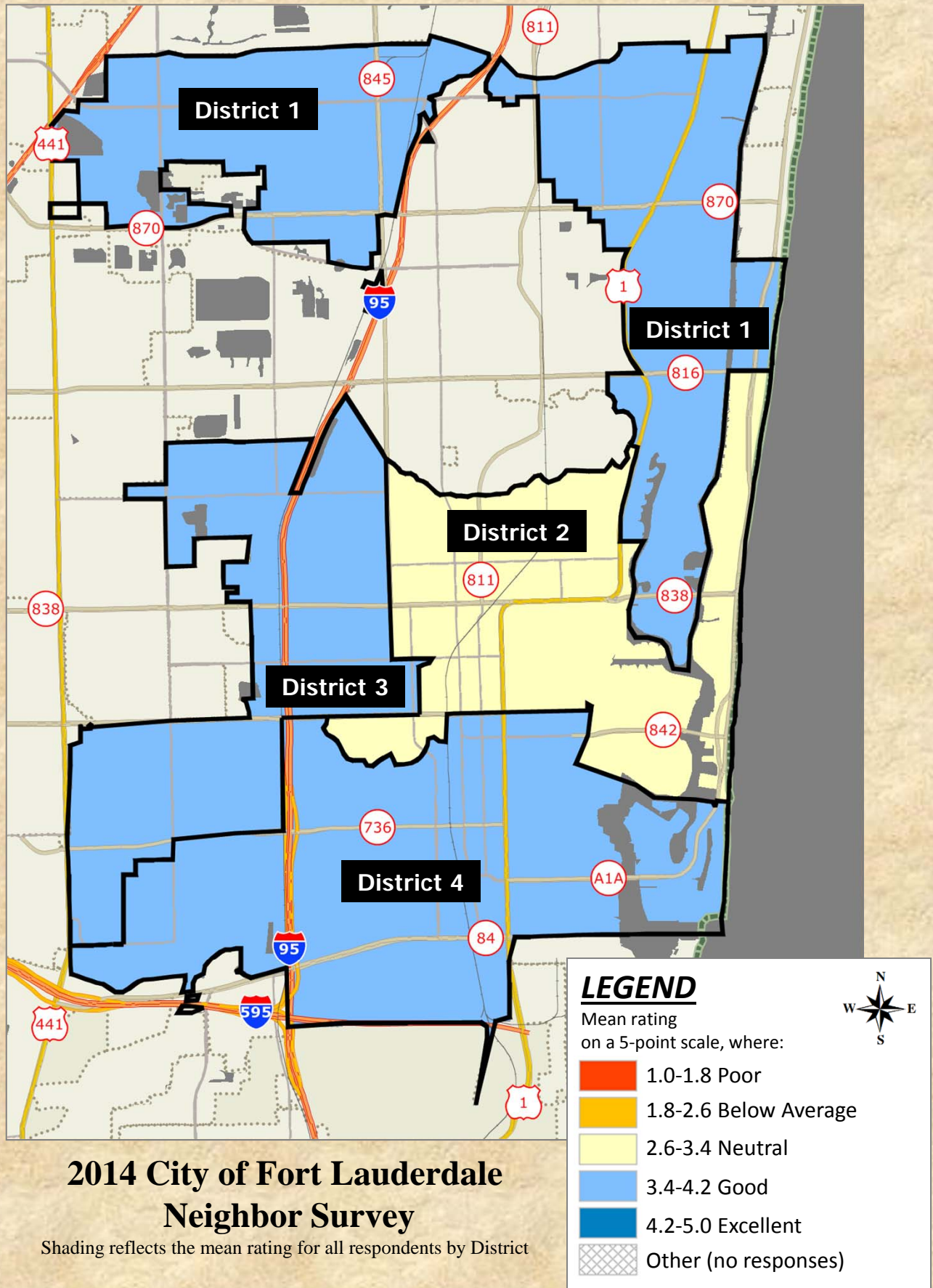


## Q1a. Ratings of the City as a place to live

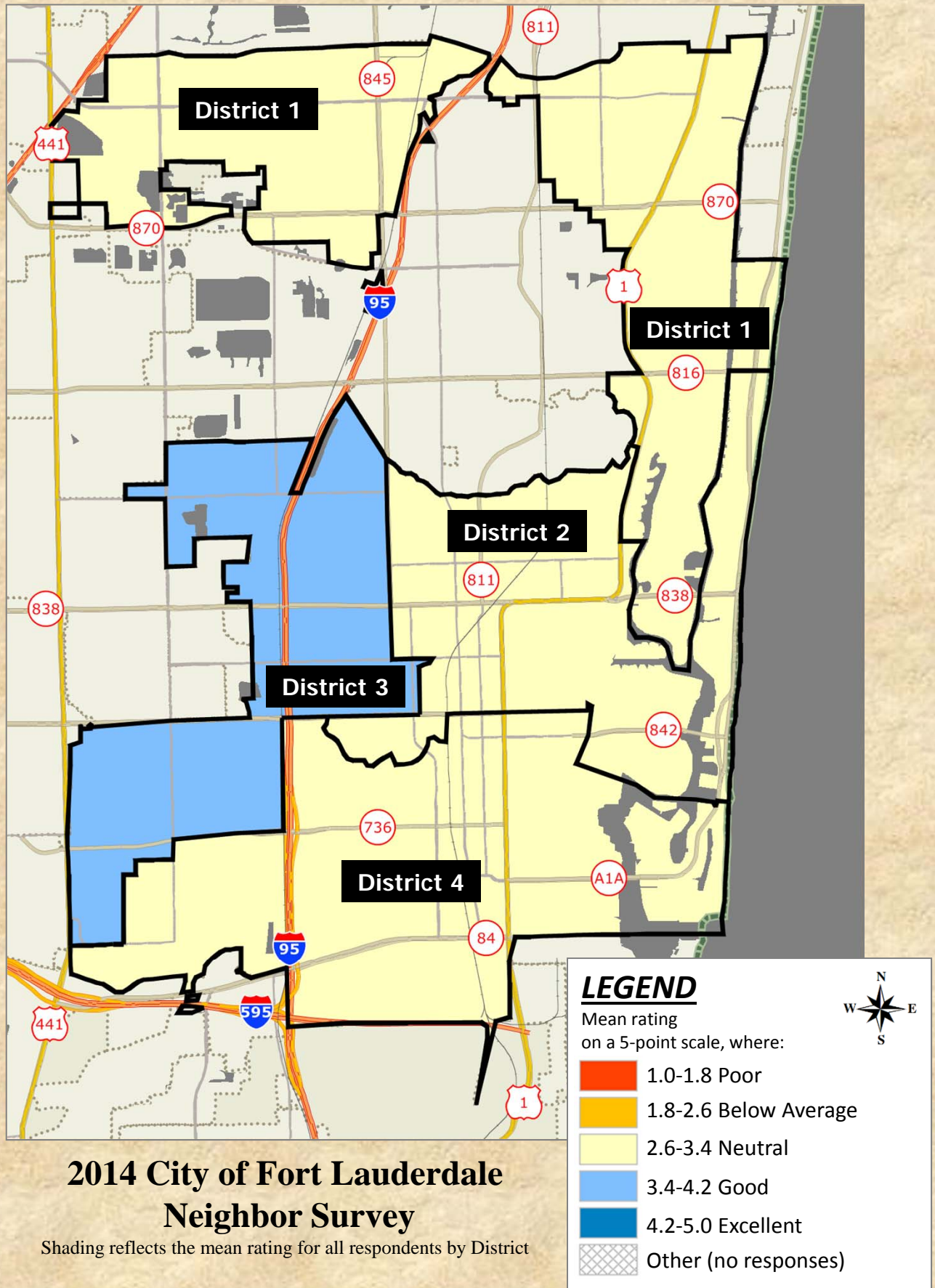




## Q1b. Ratings of the City as a place to raise children

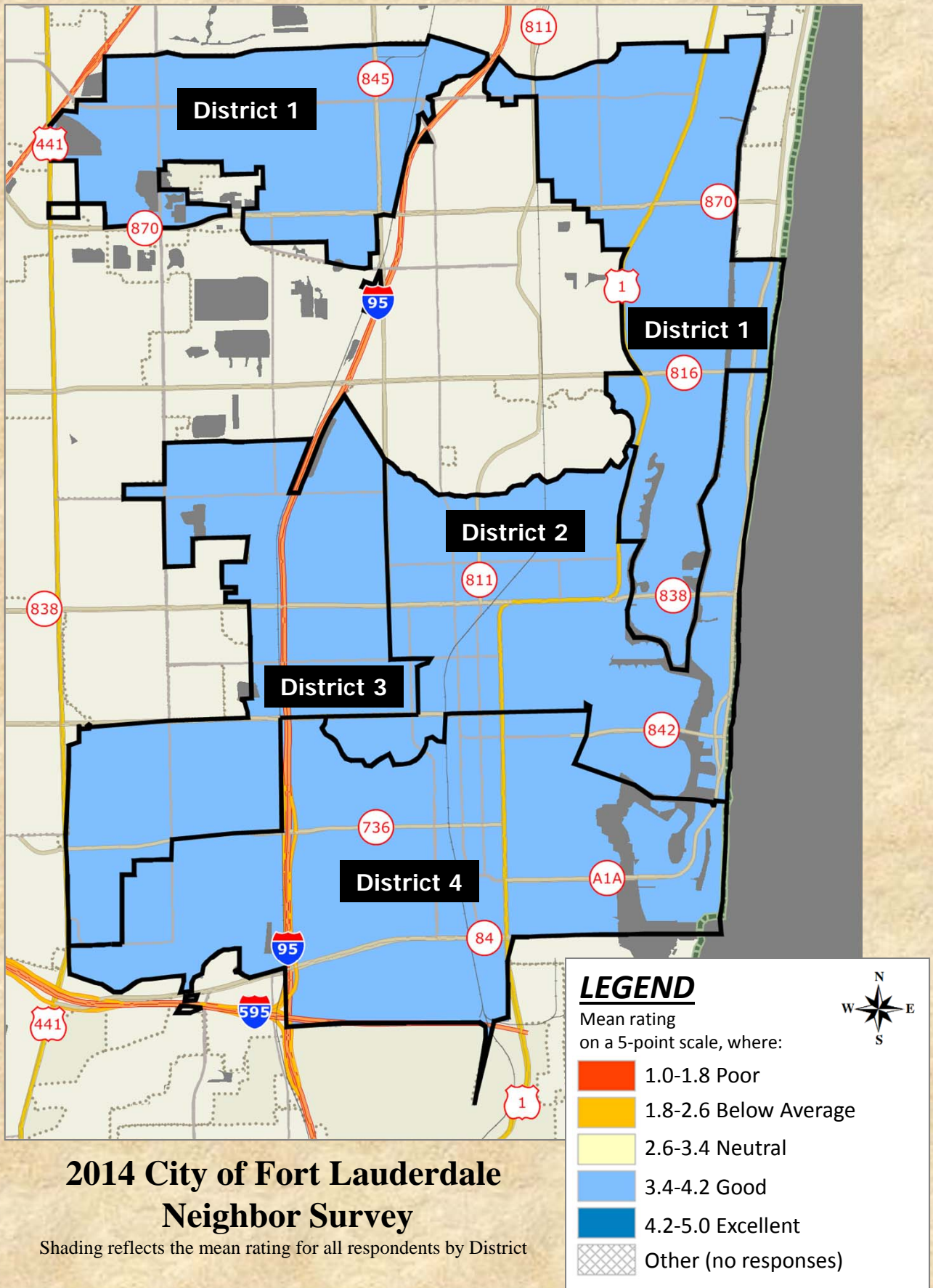


## Q1c. Ratings of the City as a place to educate children

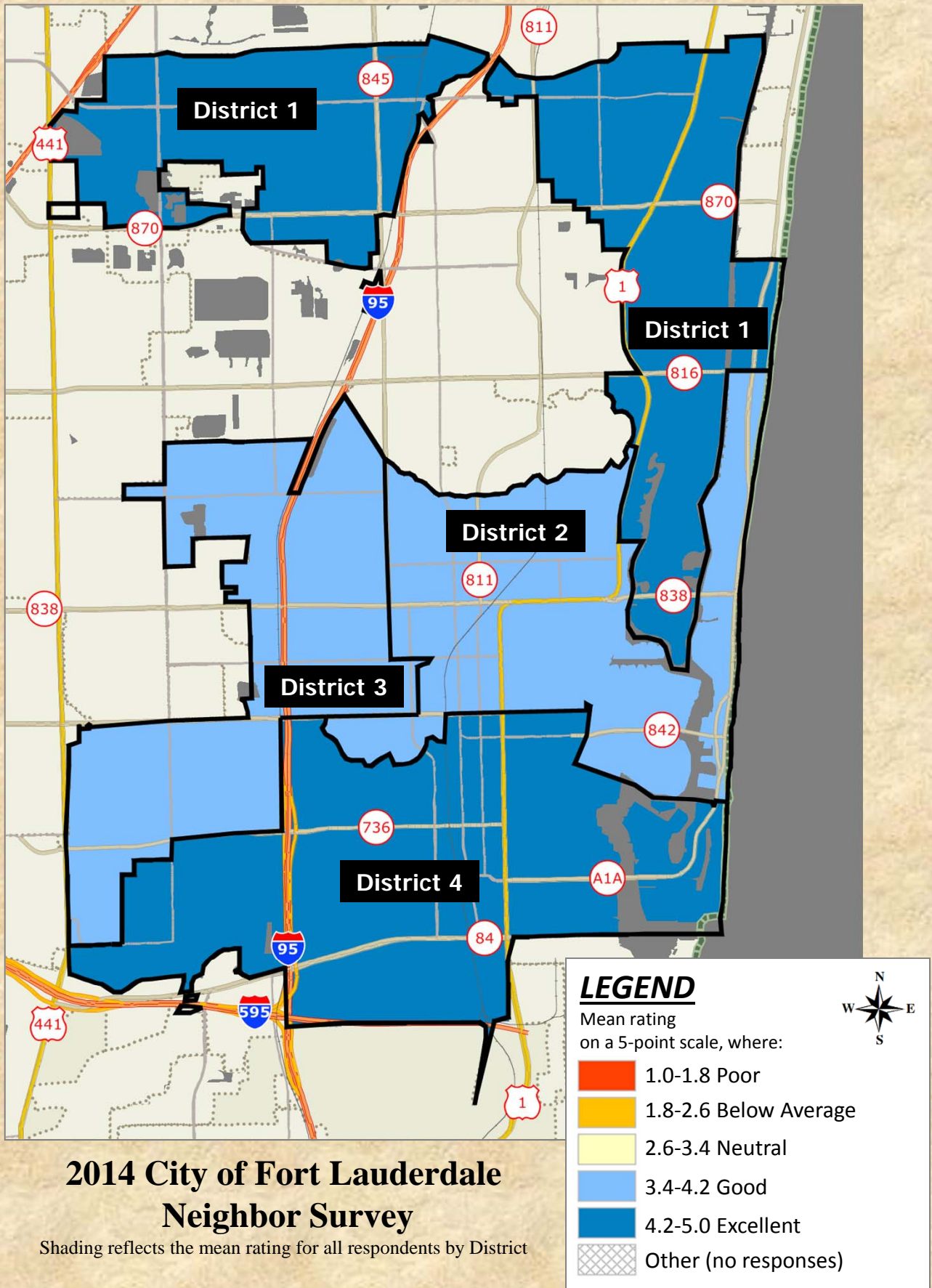




## Q1d. Ratings of the City as a place to work

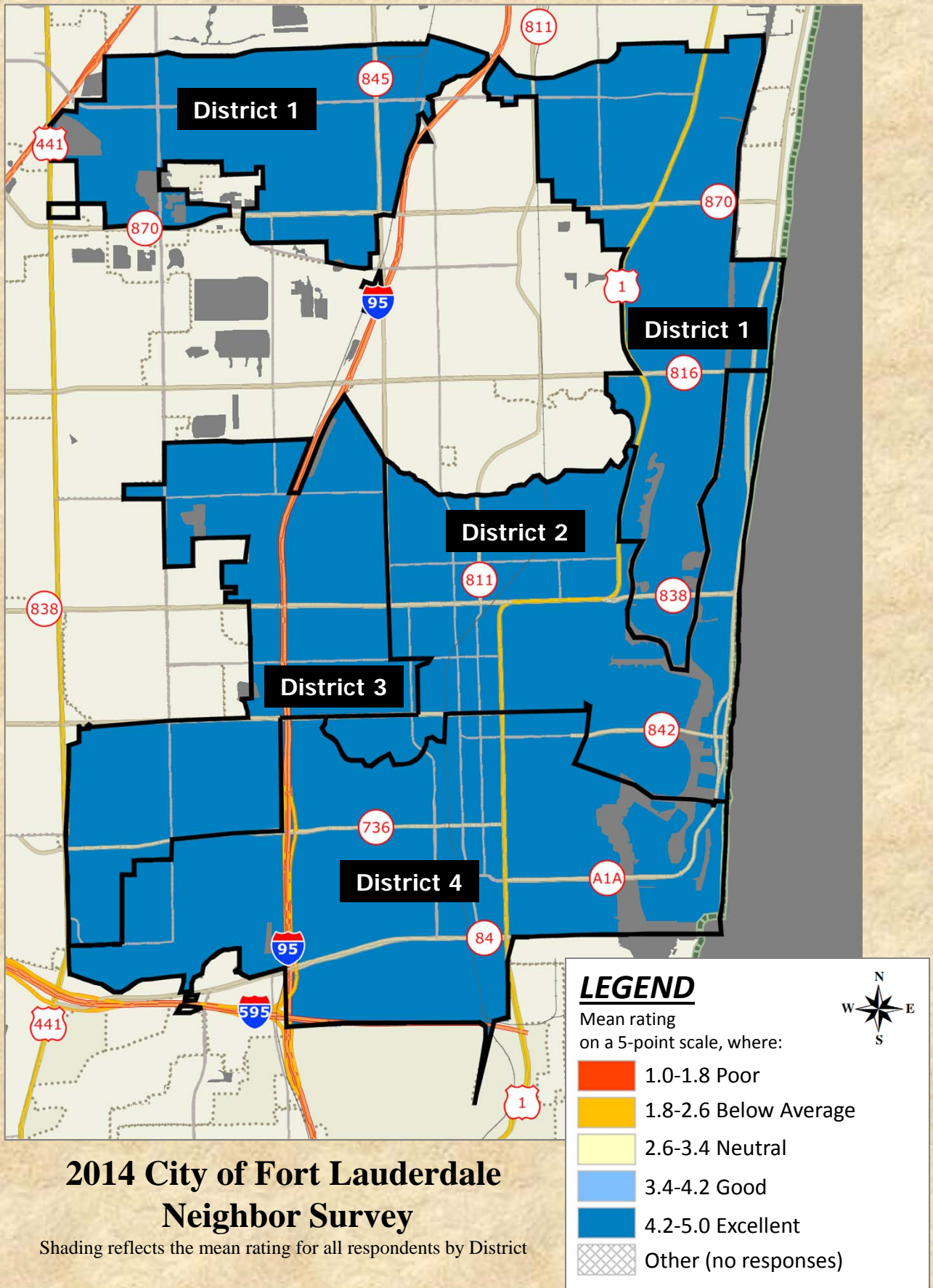


## Q1e. Ratings of the City as a place for play & leisure

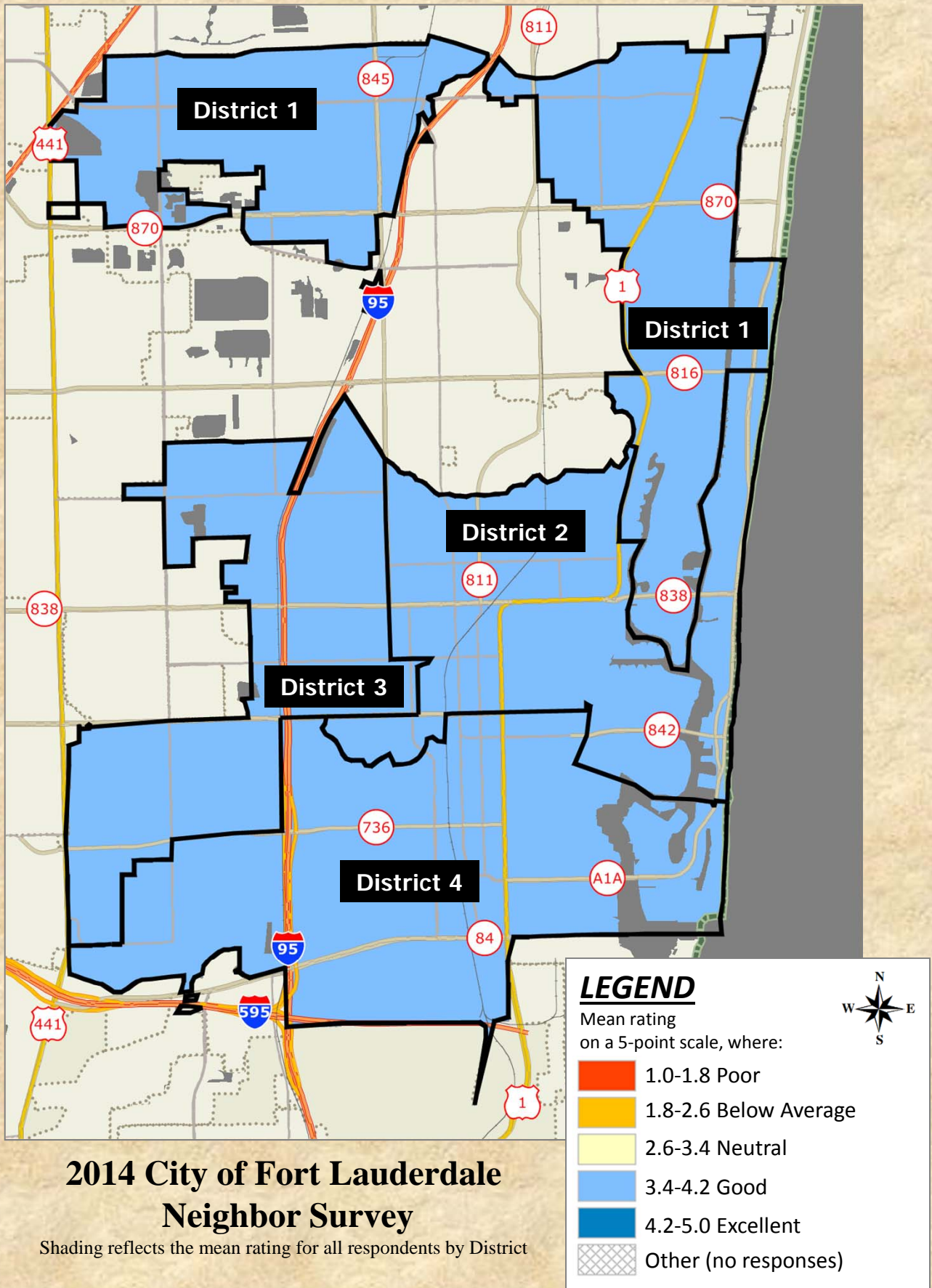




## Q1f. Ratings of the City as a place to visit

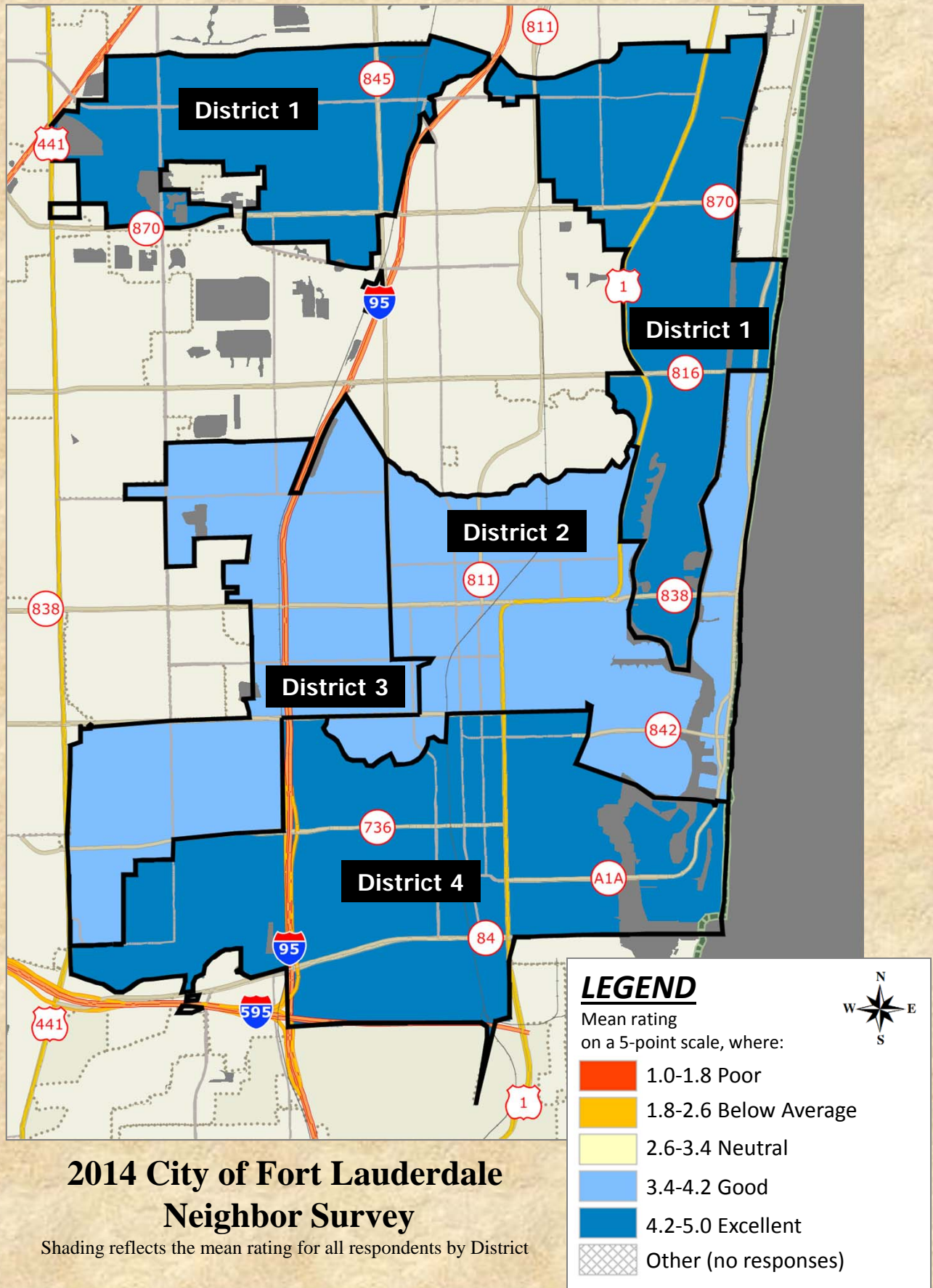


## Q1g. Ratings of the City as a place to retire

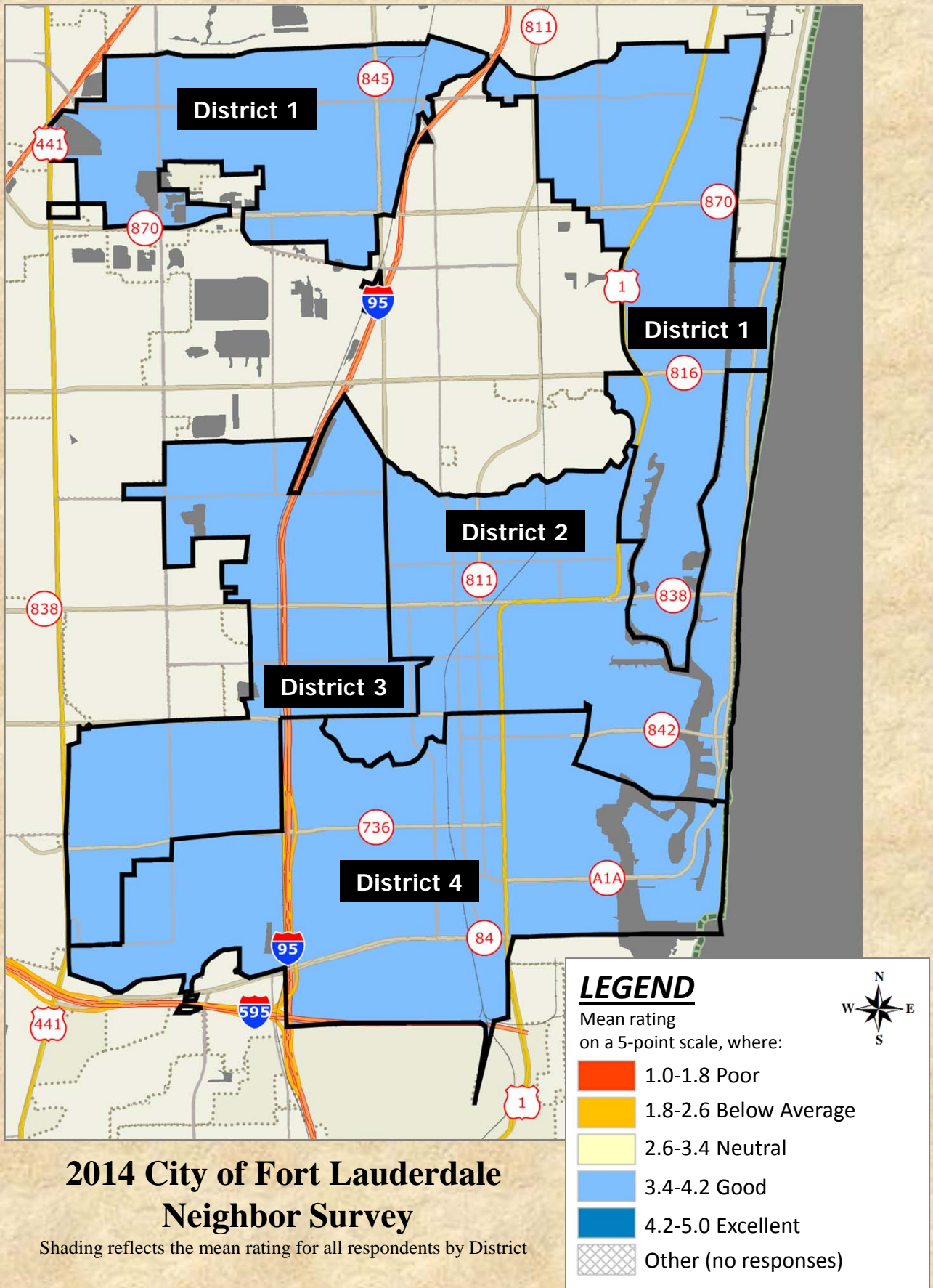




## Q1h. Ratings of the City as a place to seasonally reside

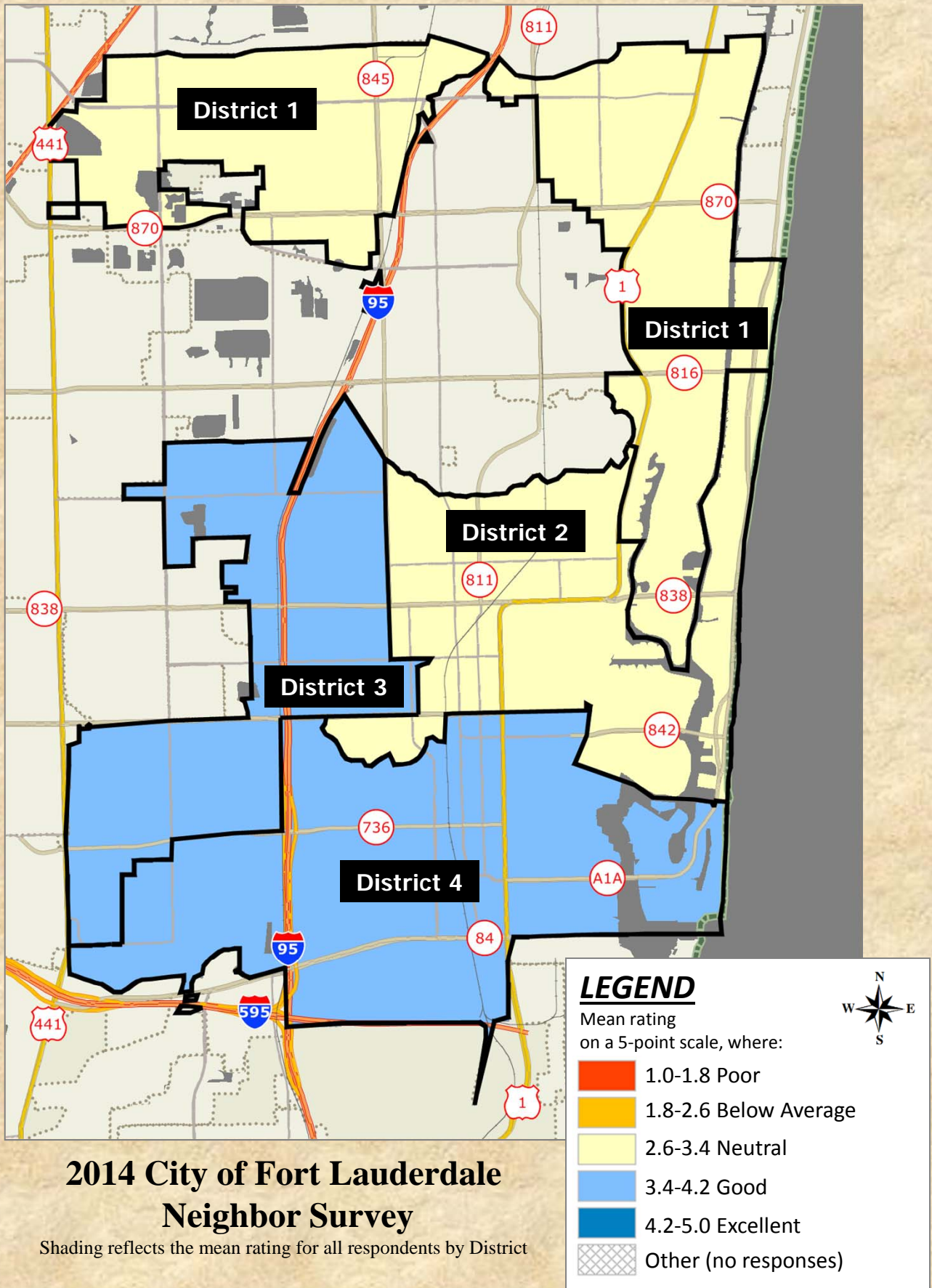


## Q1i. Ratings of overall quality of life in the City

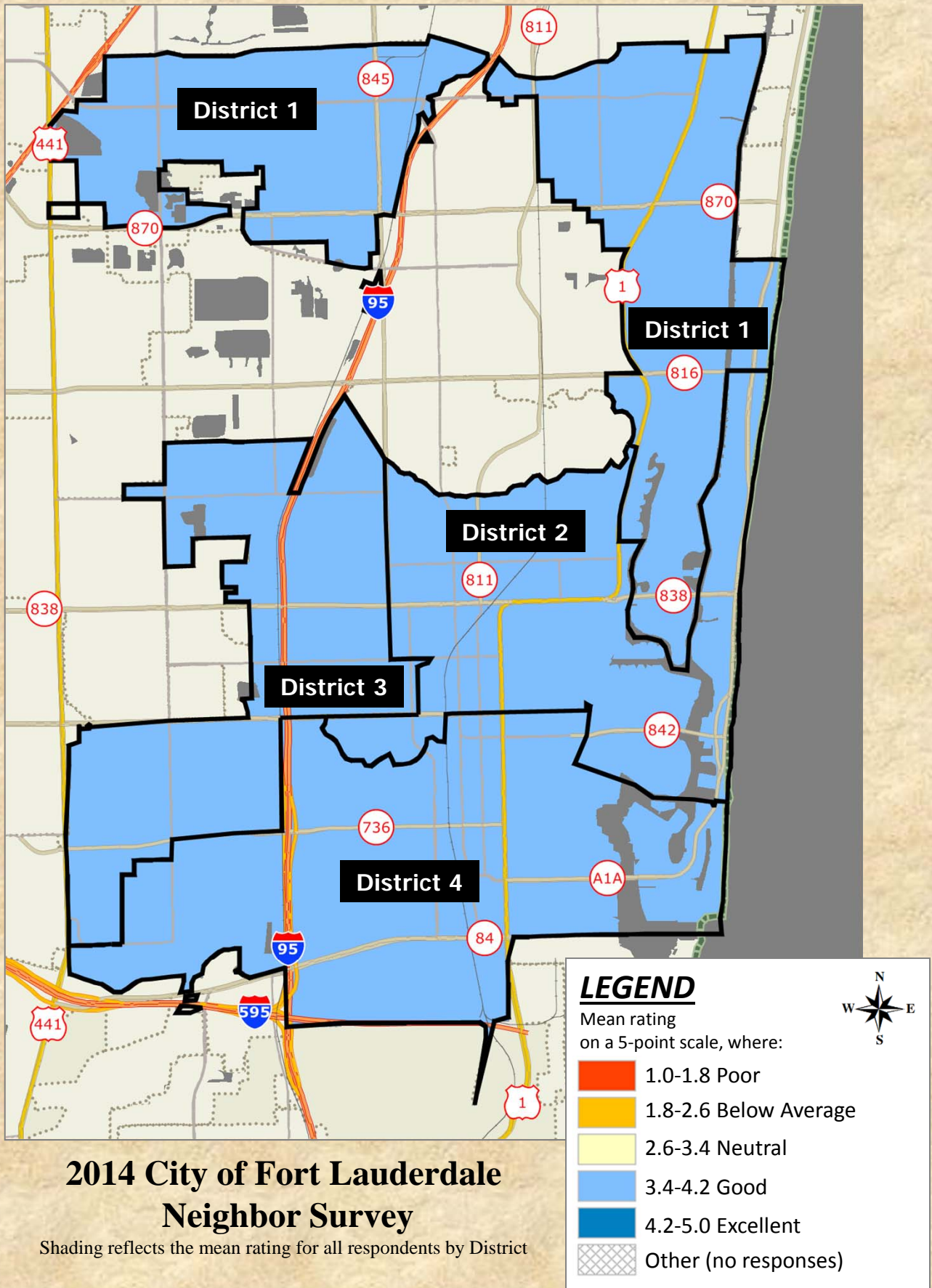




## Q1j. Ratings of overall sense of community in the City

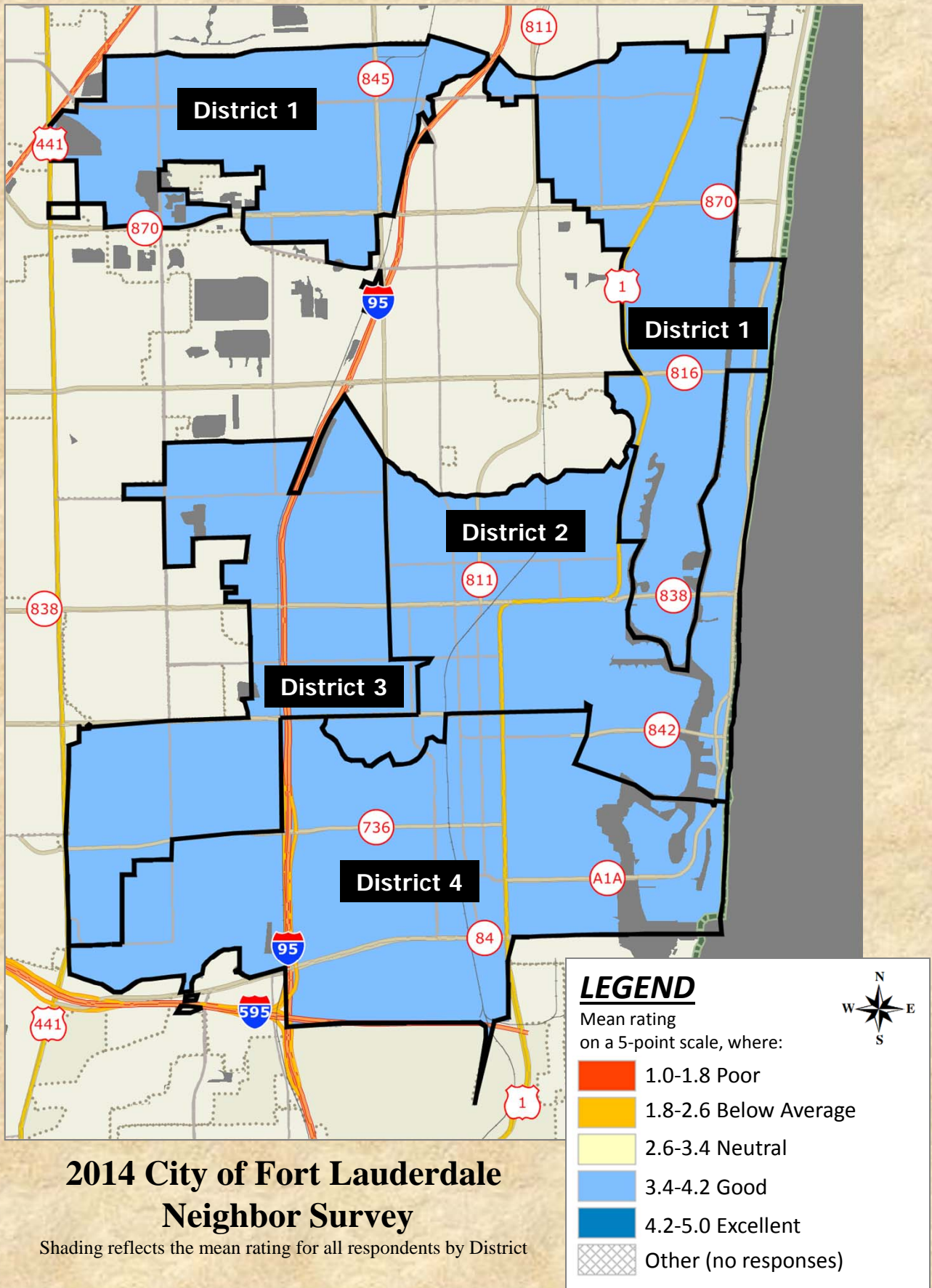


## Q1k. Ratings of overall image of the City





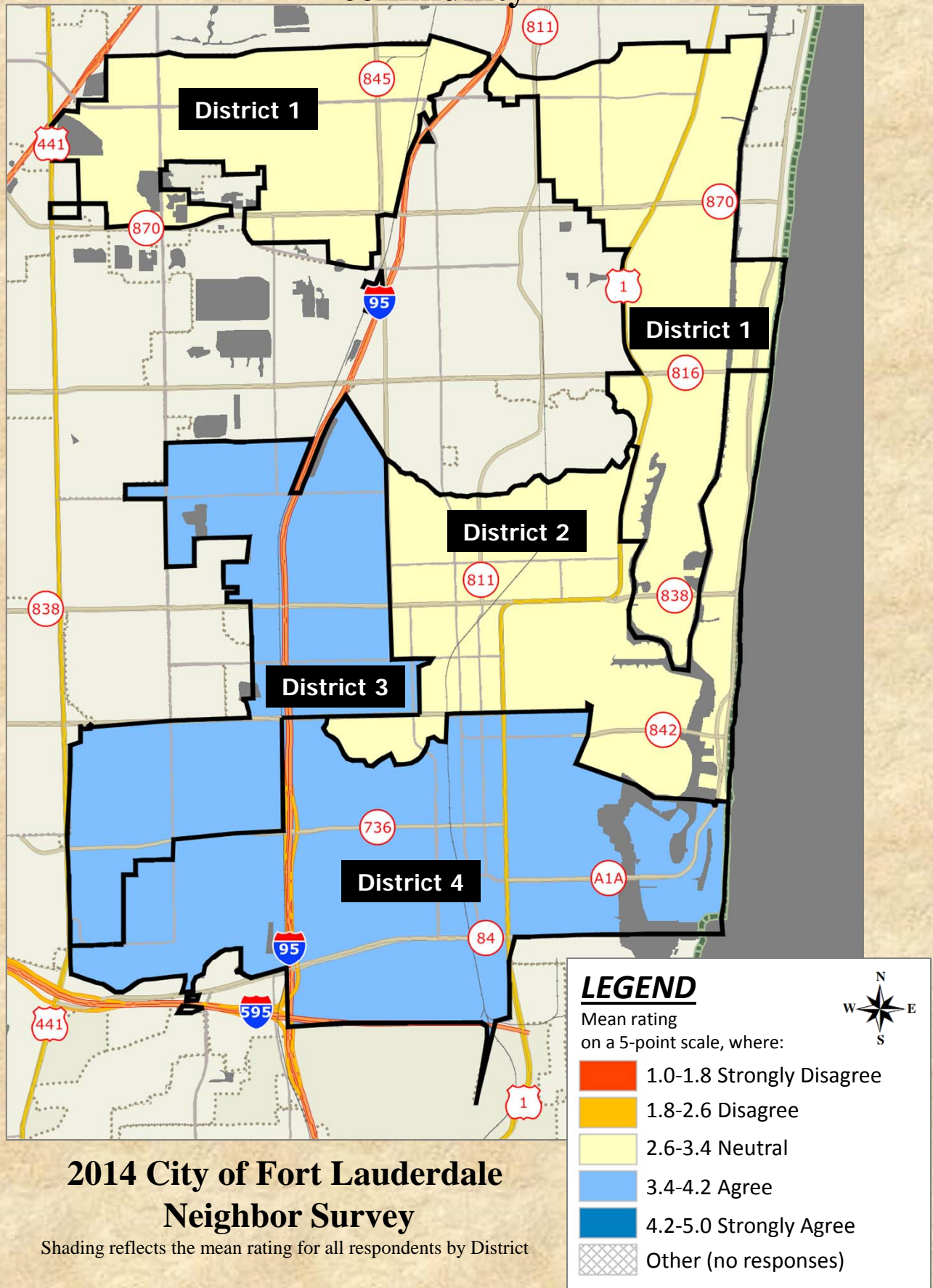
## Q11. Ratings of a City that is moving in the right direction



### 2014 City of Fort Lauderdale Neighbor Survey

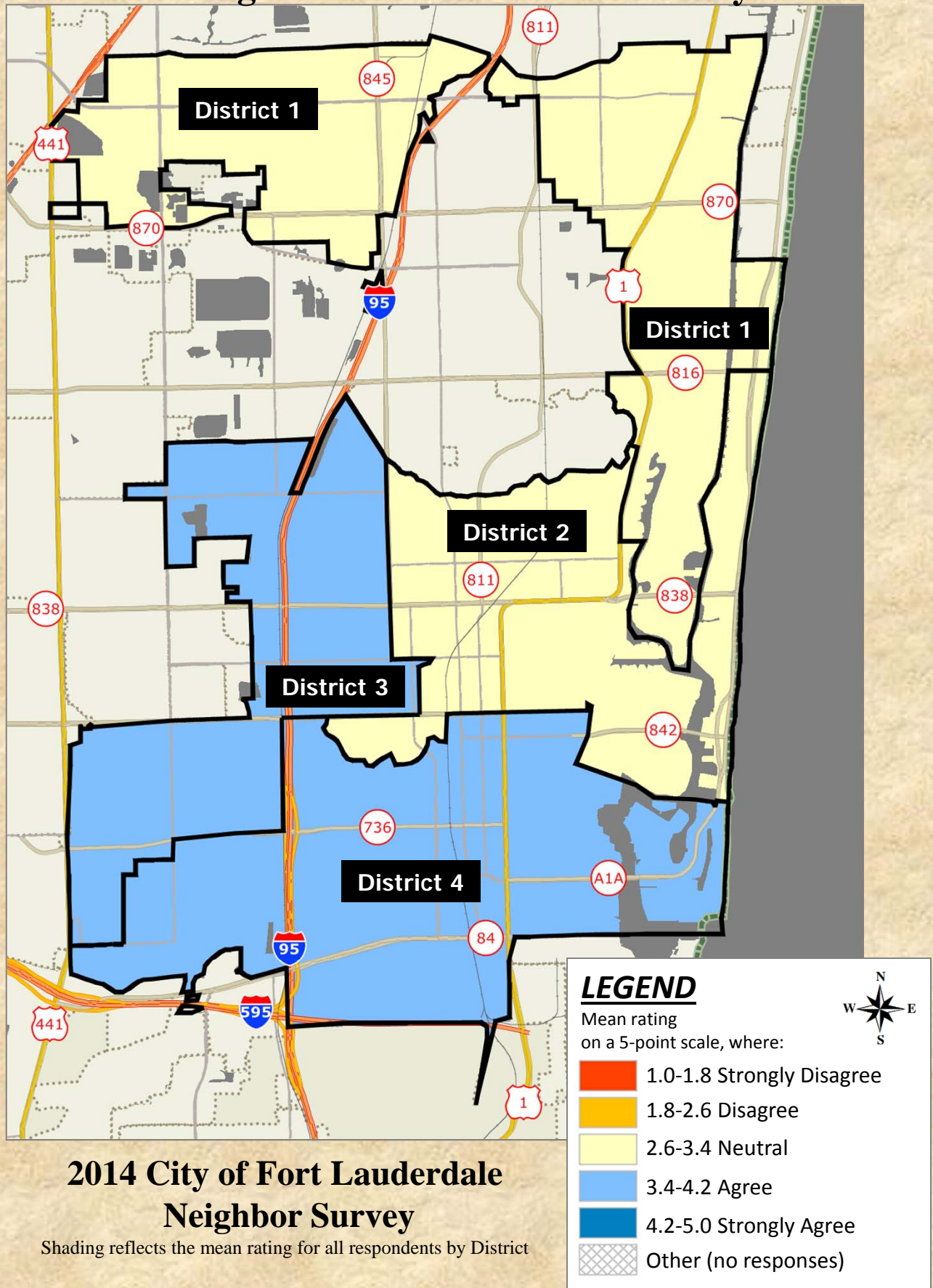
Shading reflects the mean rating for all respondents by District

## Q2a. Agreement that the City of Fort Lauderdale builds community

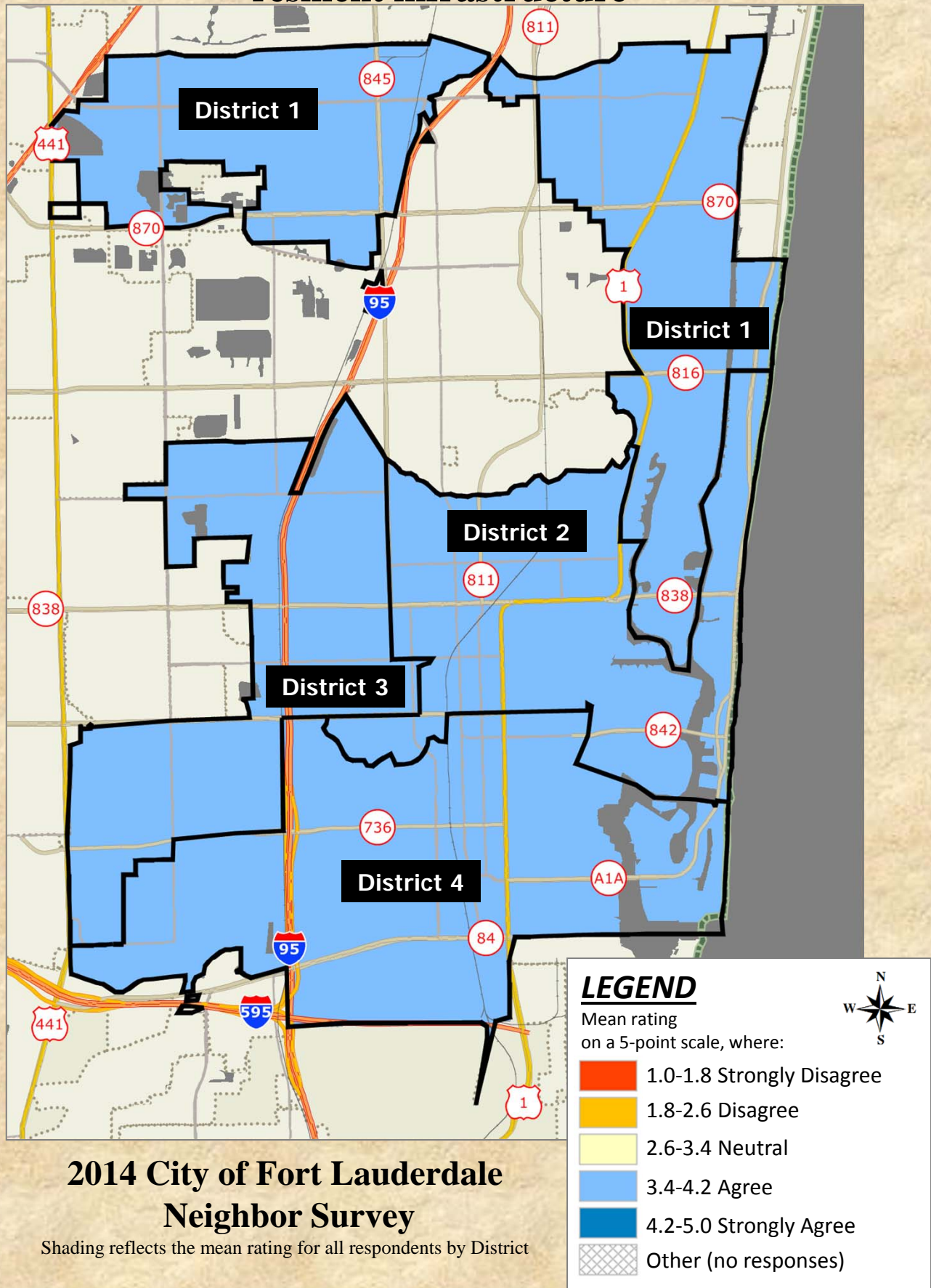




## Q2b. Agreement that Ft. Lauderdale and its partners are creating a more connected community

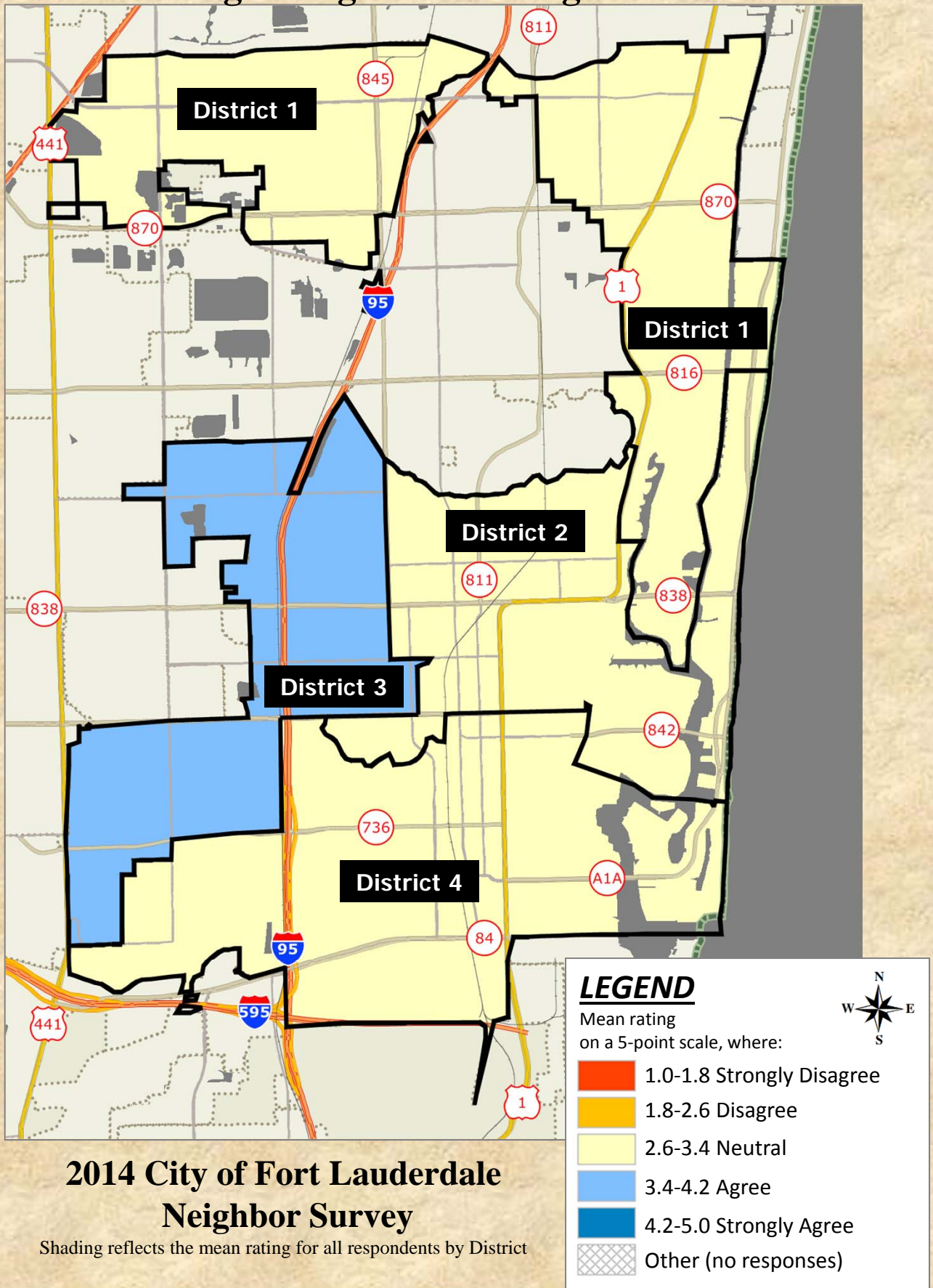


## Q2c. Agreement that Fort Lauderdale is creating a more resilient infrastructure

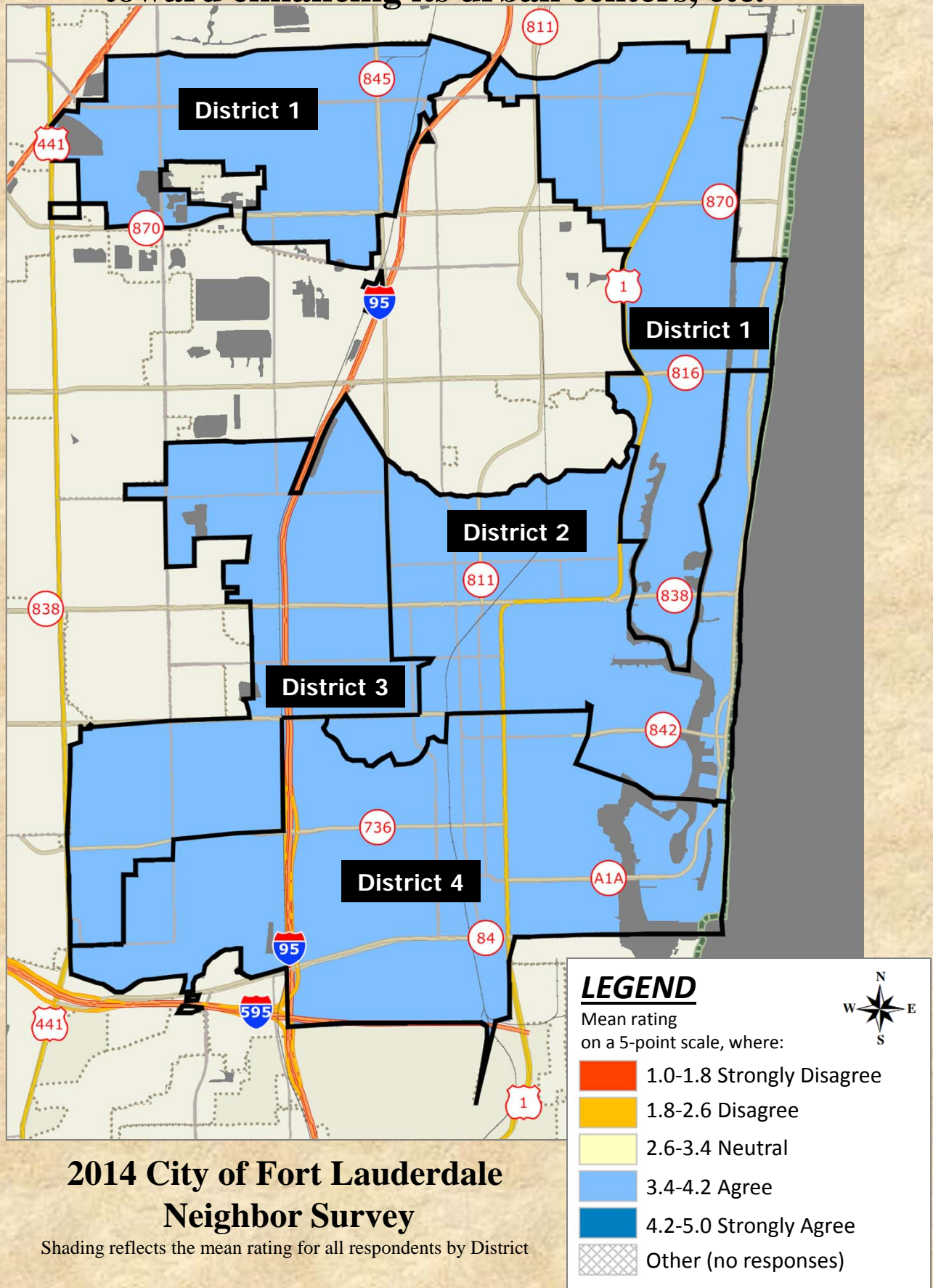




## Q2d. Agreement that Fort Lauderdale is making progress creating strong and safe neighborhoods

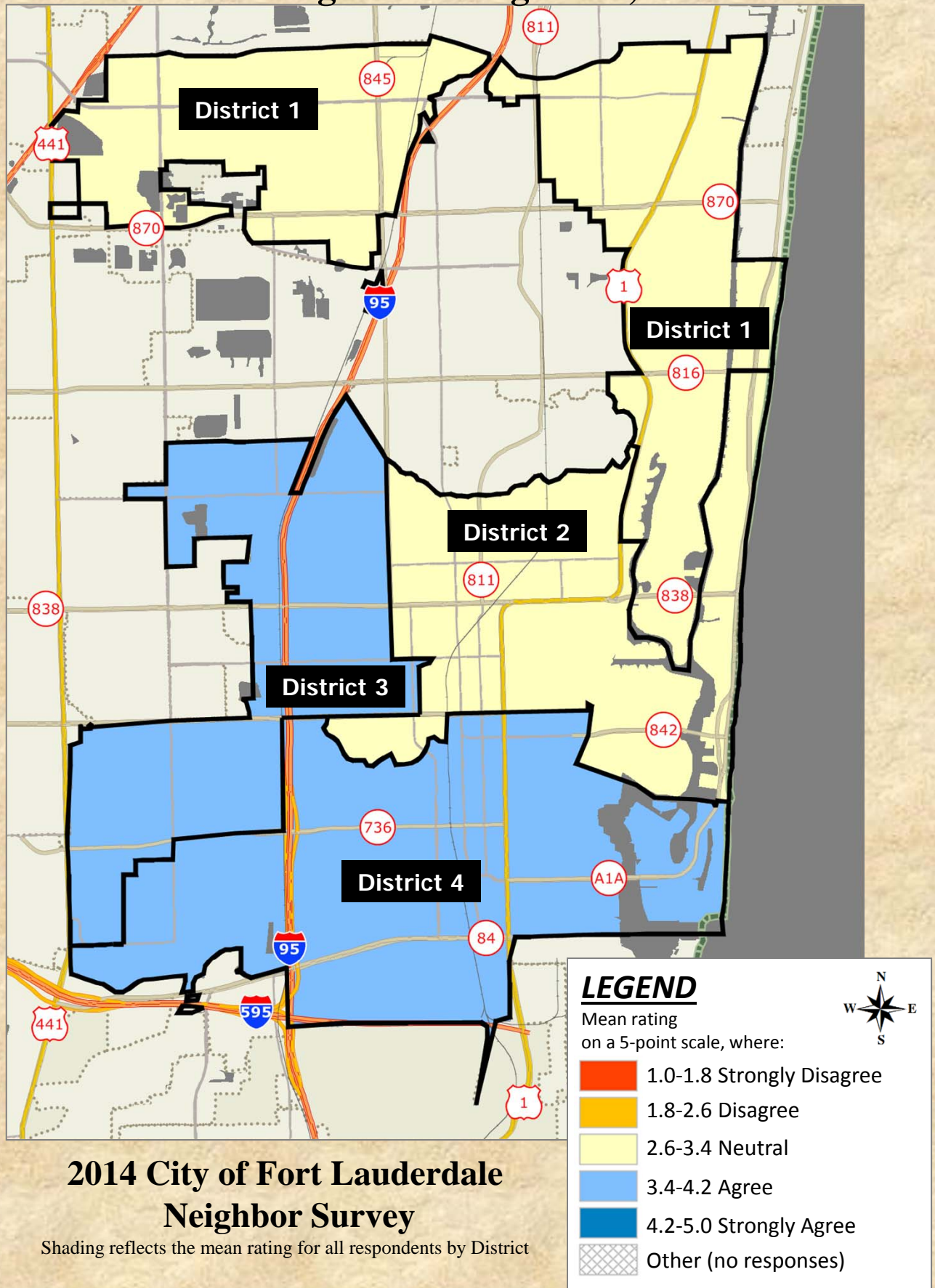


## Q2e. Agreement that Fort Lauderdale is making progress toward enhancing its urban centers, etc.

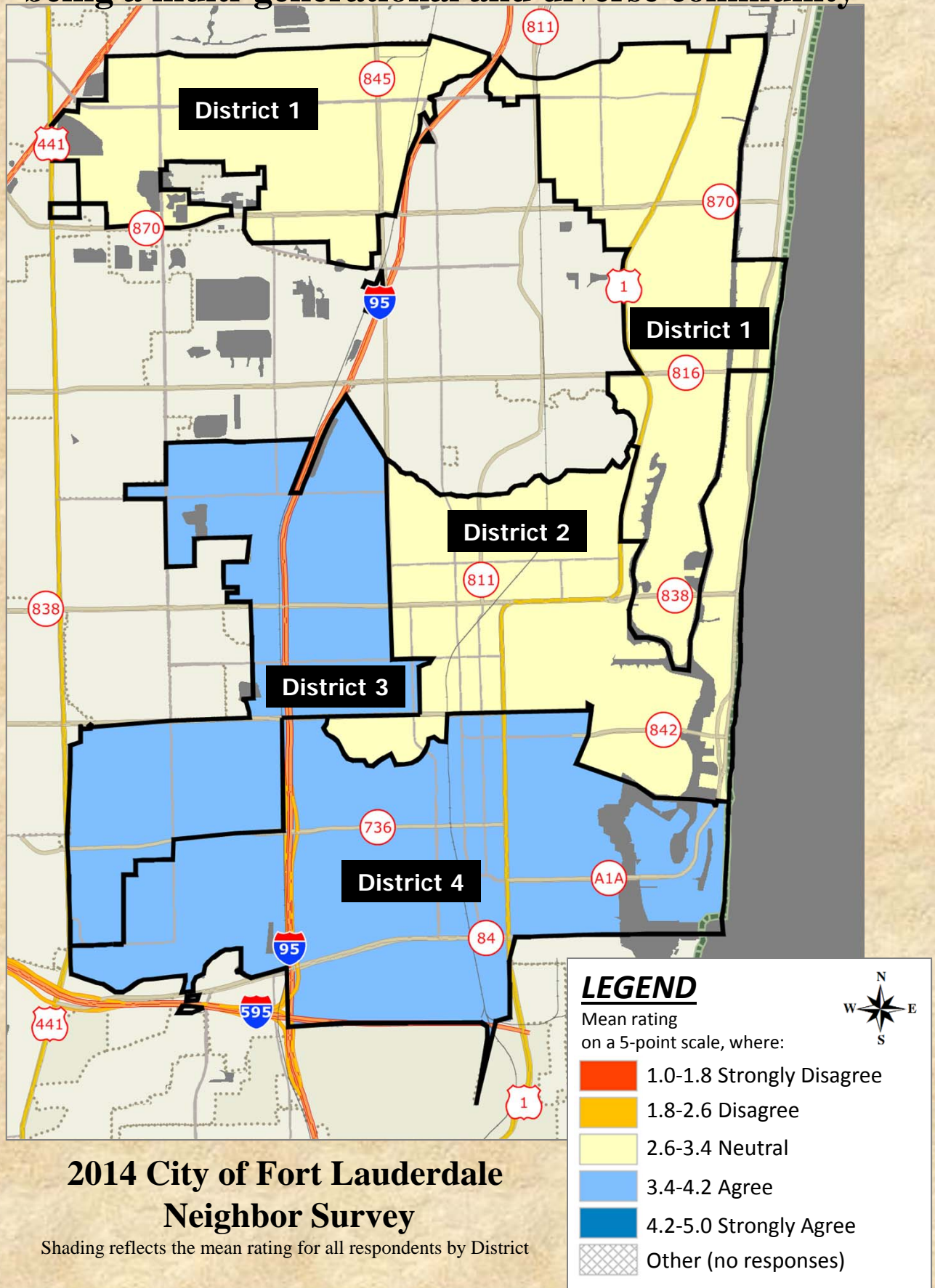




## Q2f. Agreement that Fort Lauderdale is making progress furthering economic growth, etc.

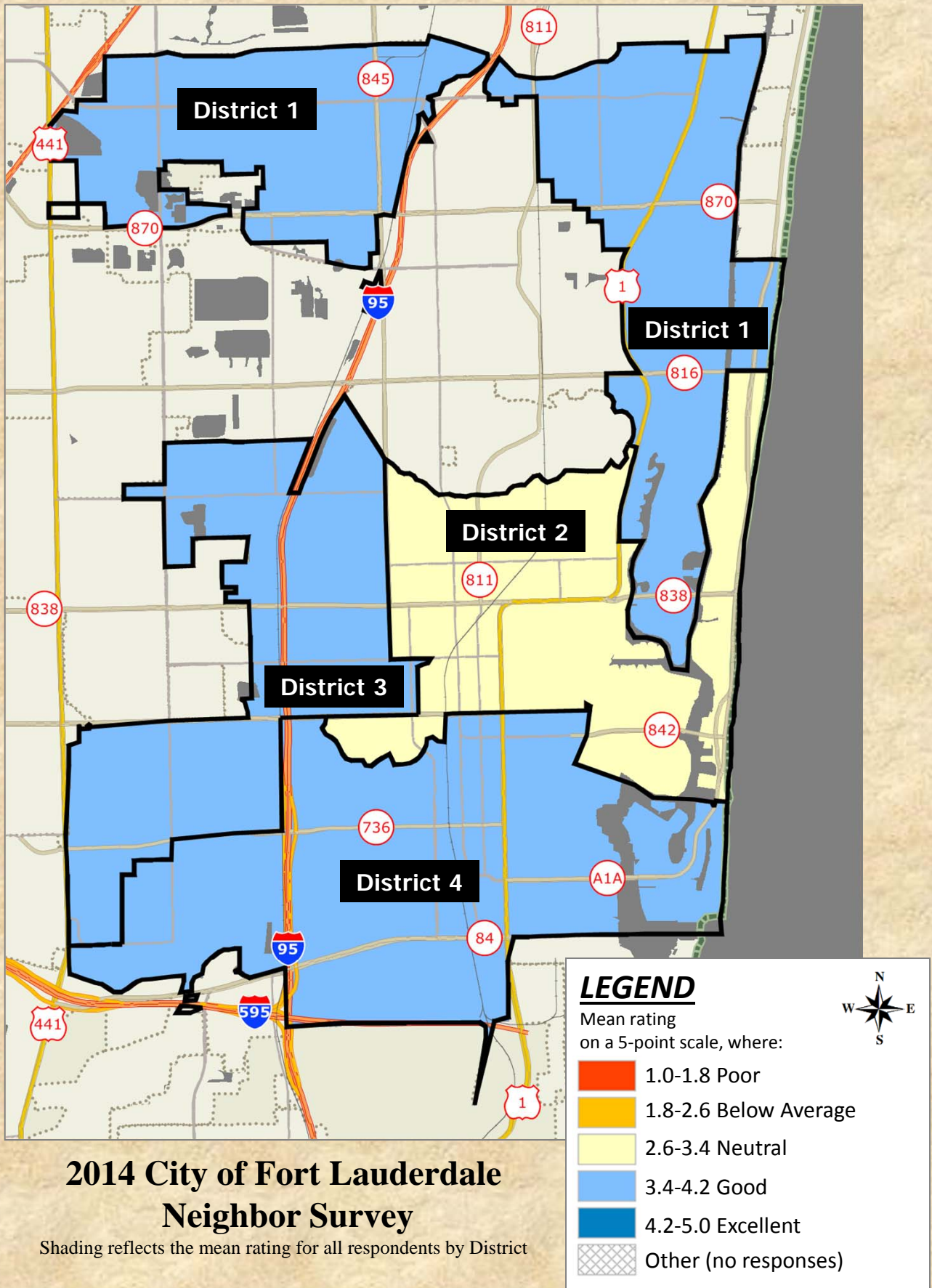


## Q2g. Agreement that Fort Lauderdale is making progress being a multi-generational and diverse community

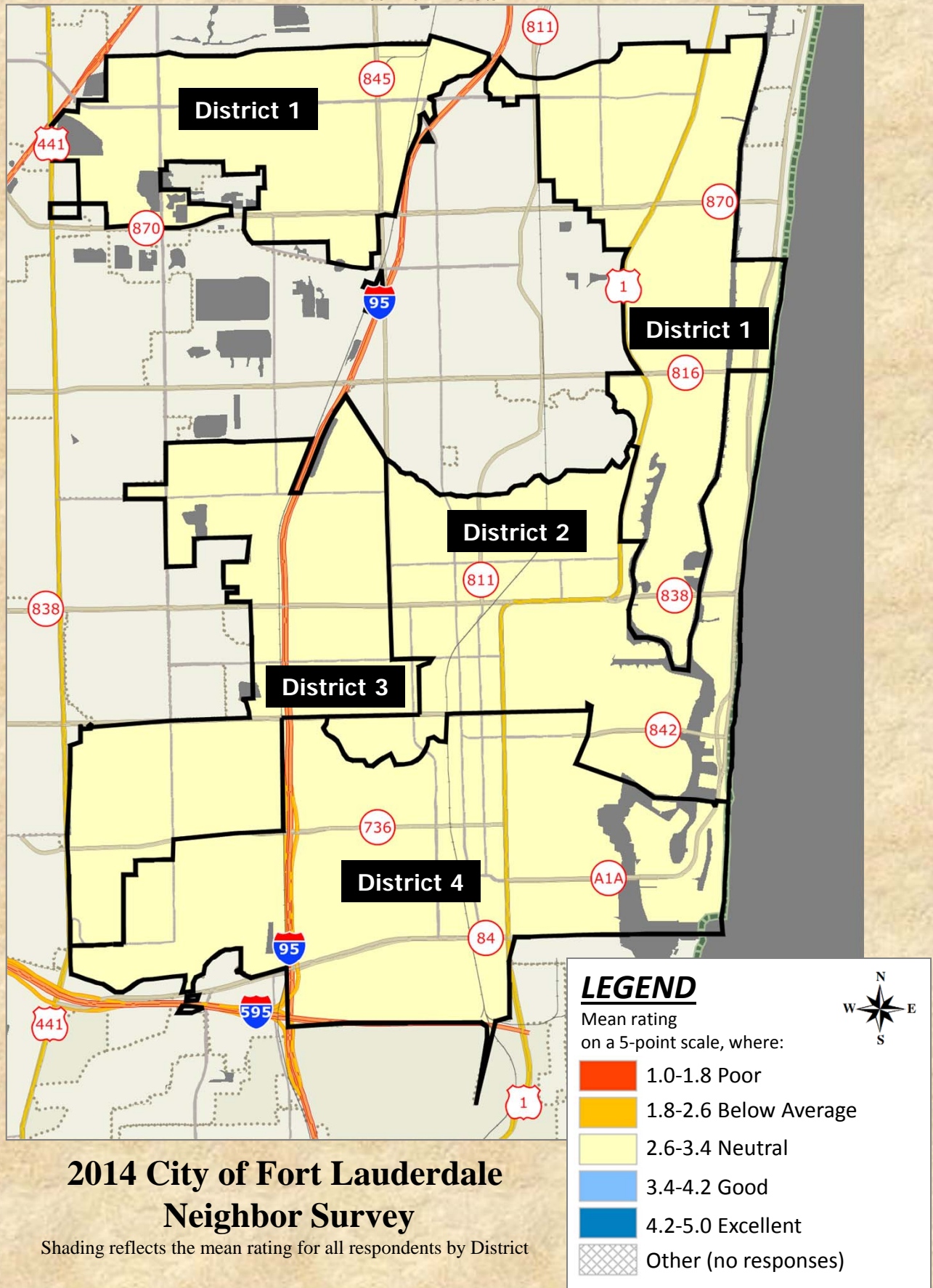




## Q3a. Ratings of the overall feeling of safety in the City

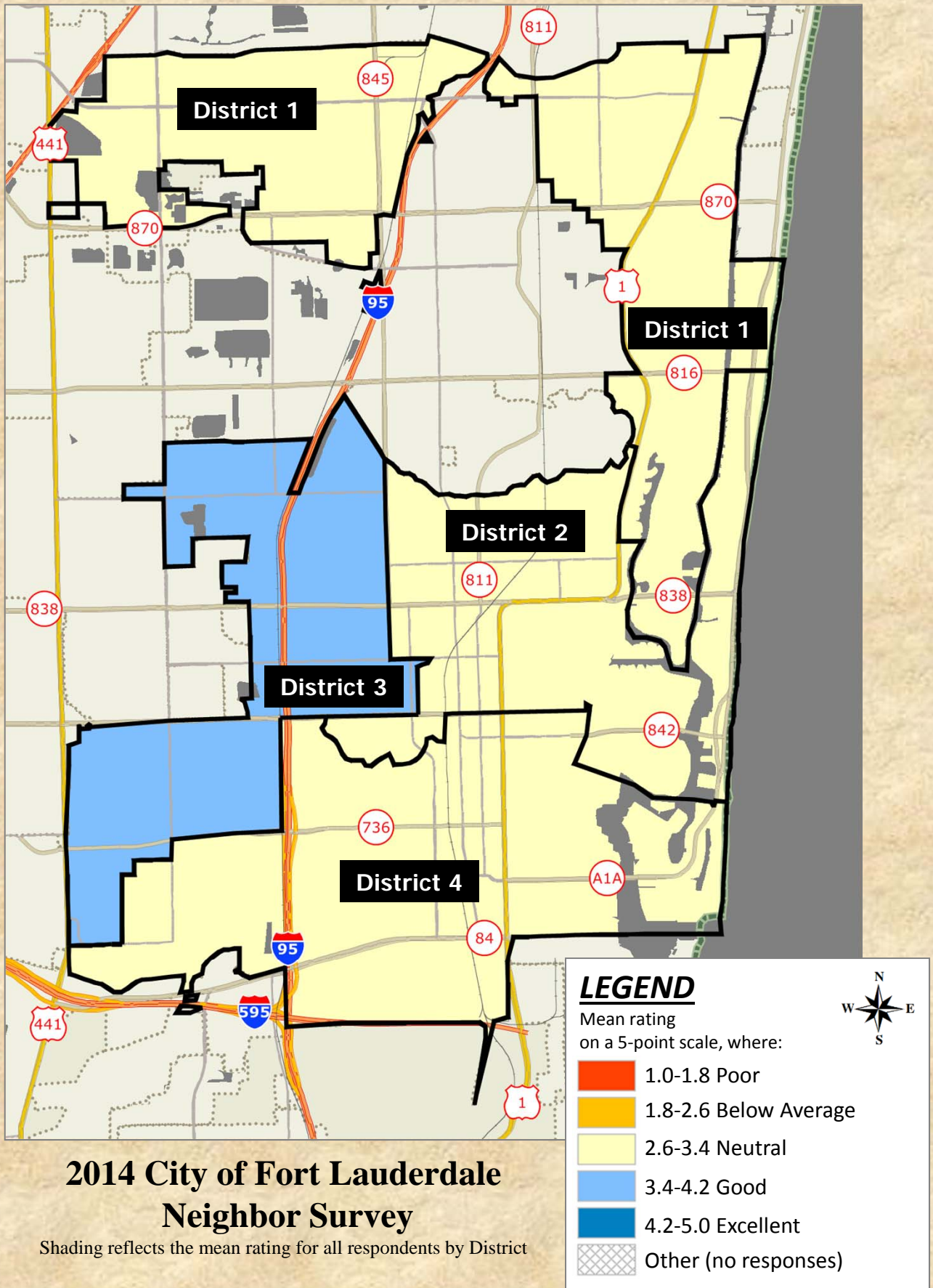


## Q3b. Ratings of the overall value received for City tax dollars and fees

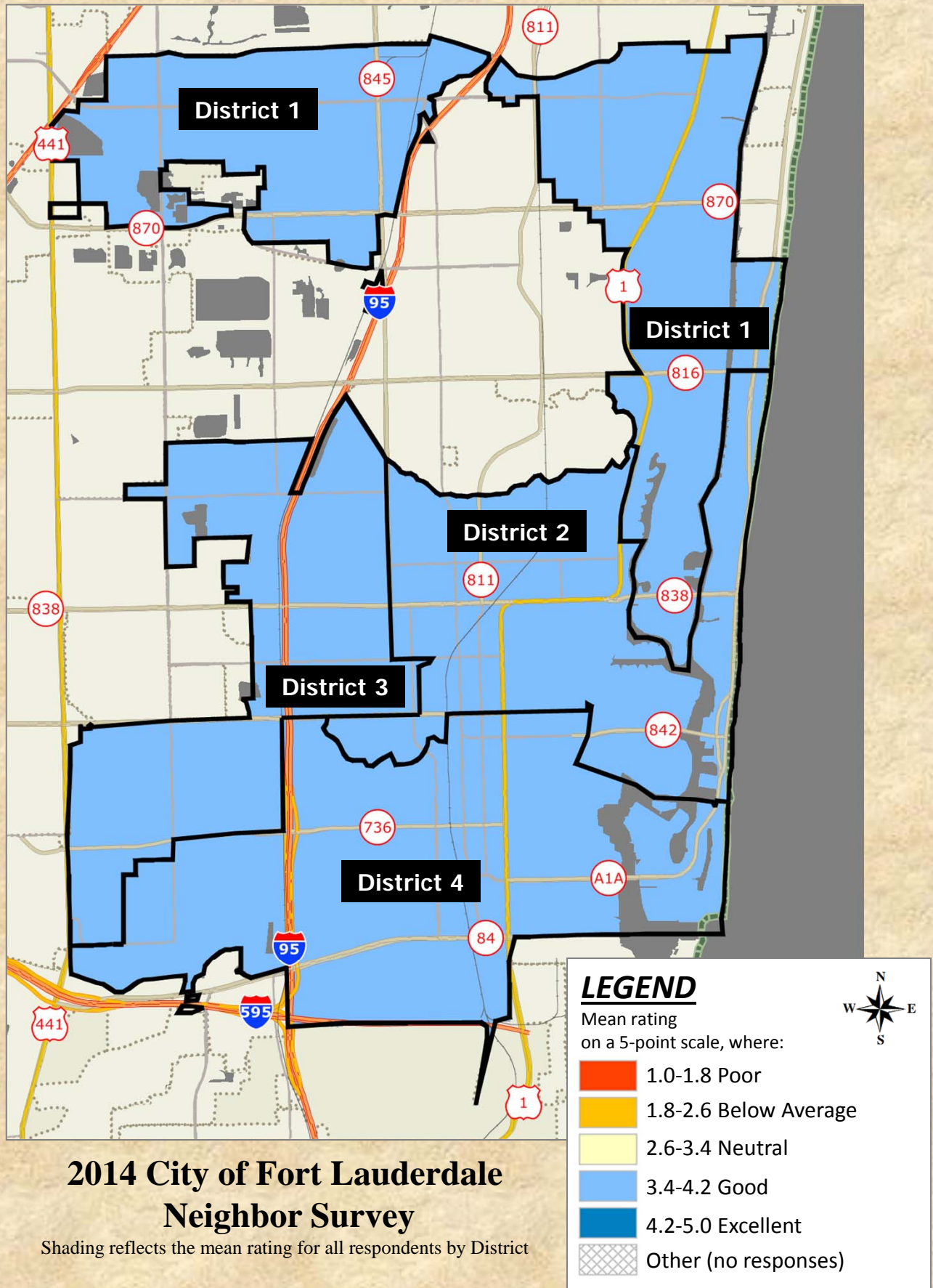




## Q3c. Ratings of the overall planning for growth

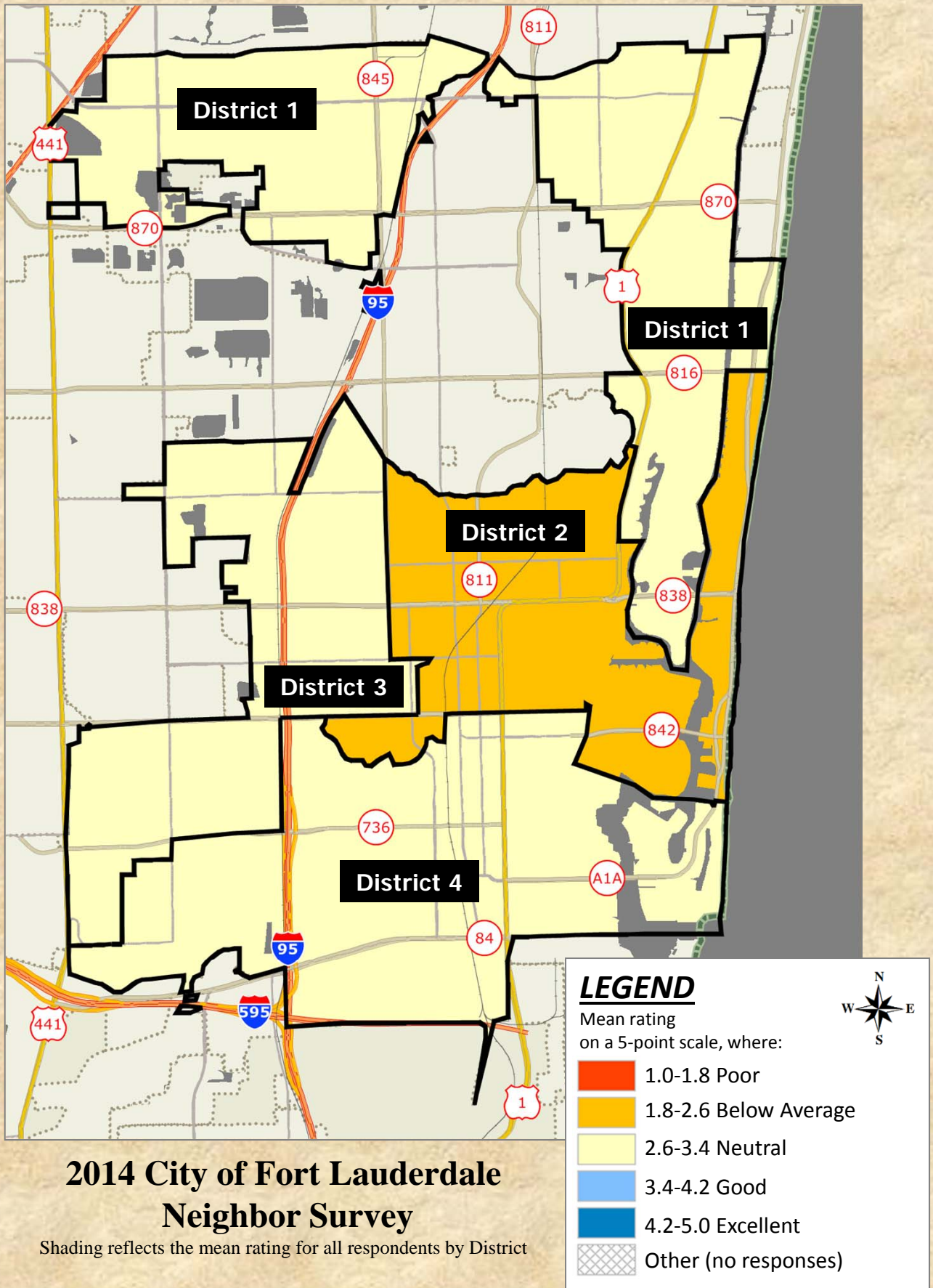


## Q3d. Ratings of the overall appearance of the City

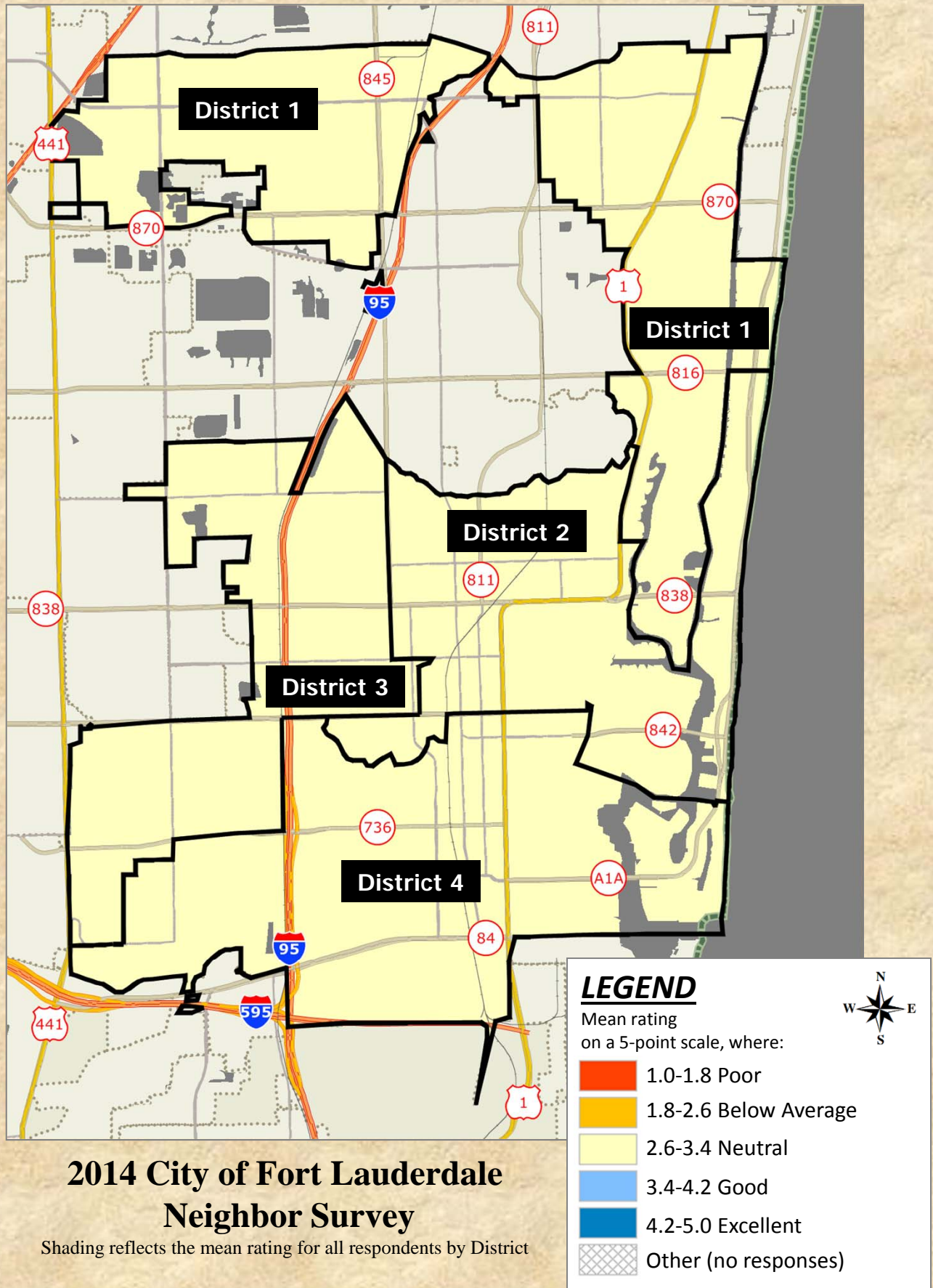




## Q3e. Ratings of the availability of affordable housing

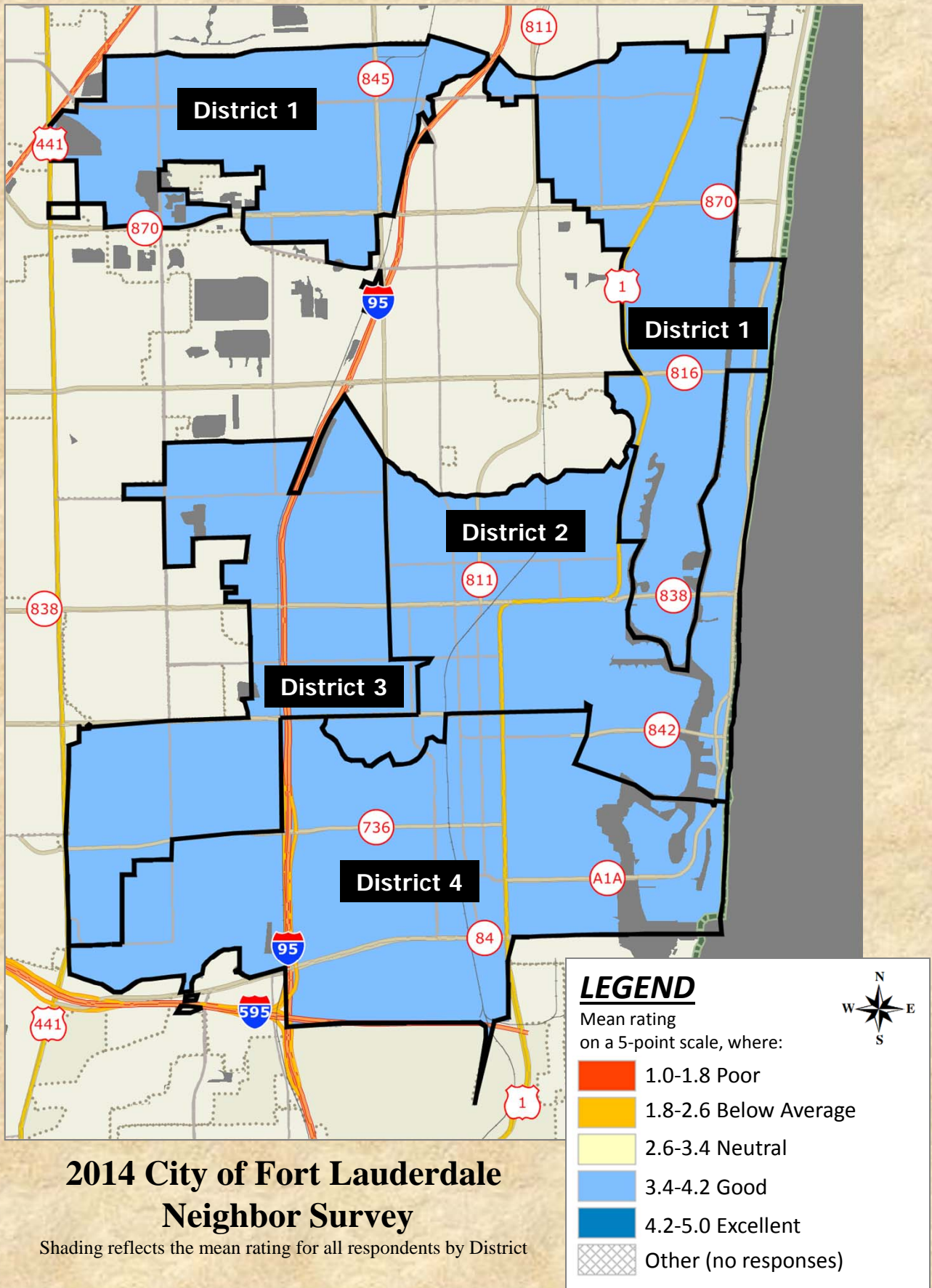


## Q3f. Ratings of the availability of employment

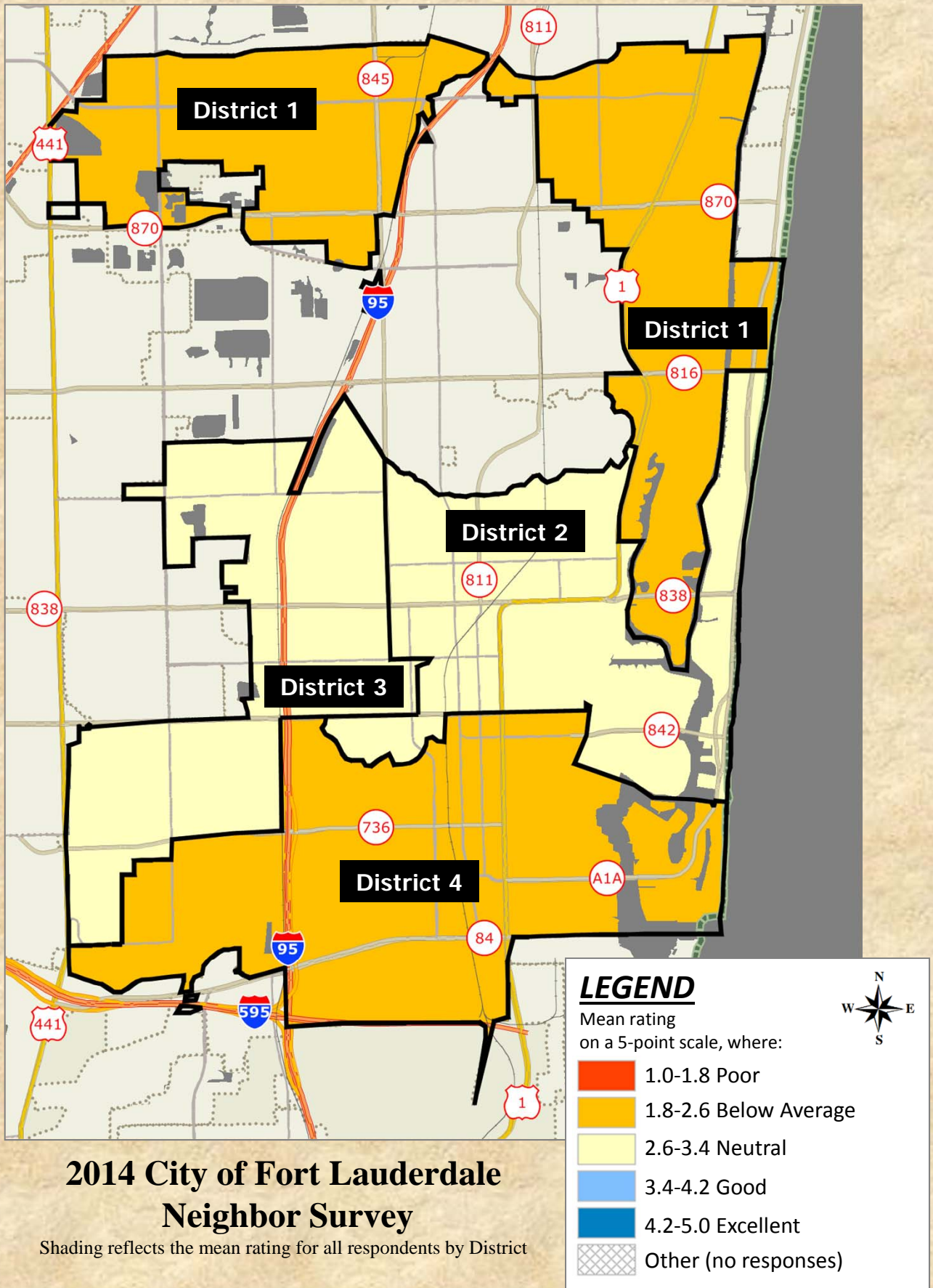




## Q3g. Ratings of the acceptance of diversity

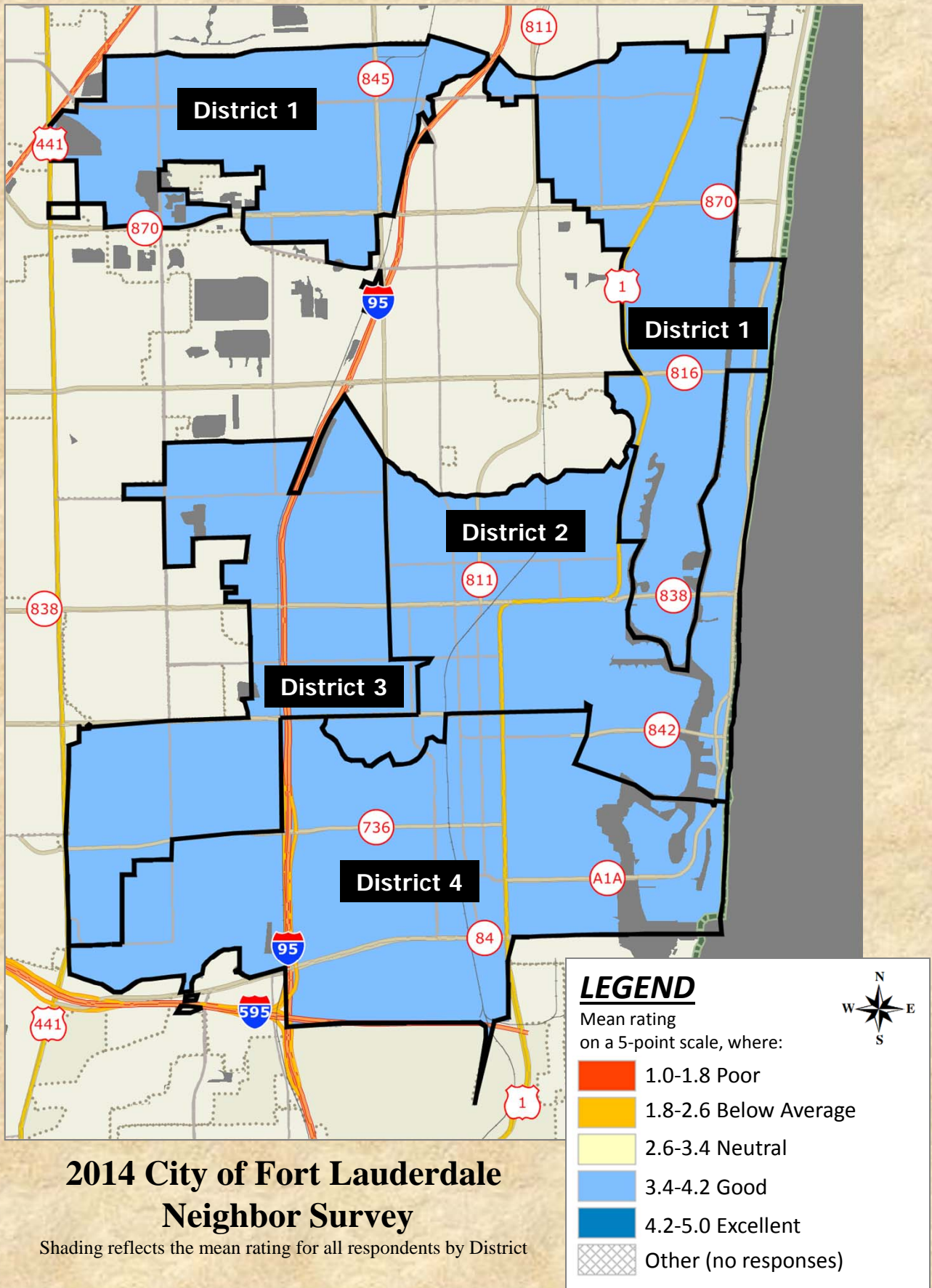


## Q3h. Ratings of the quality of public schools

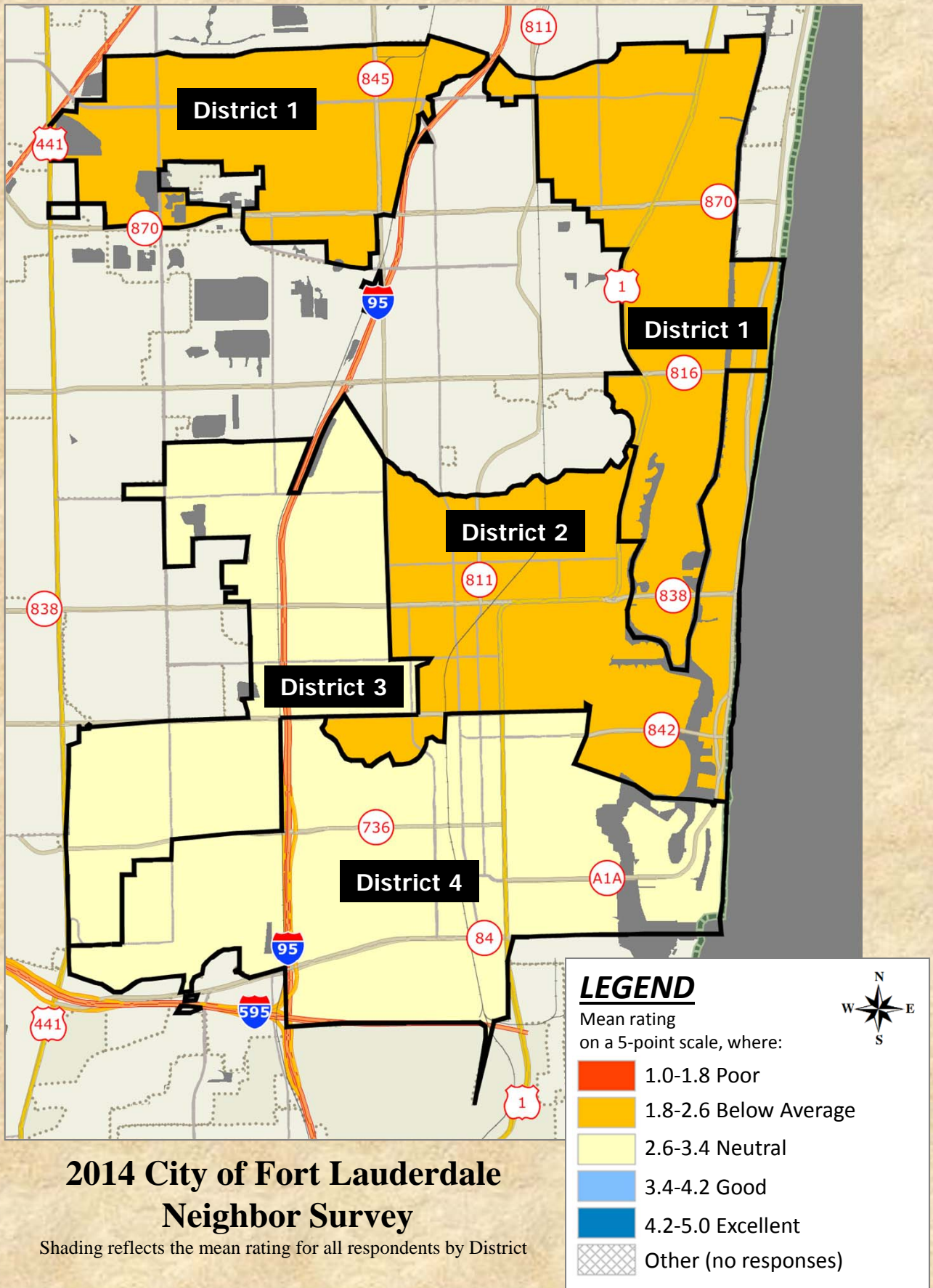




## Q3i. Ratings of the quality of private schools

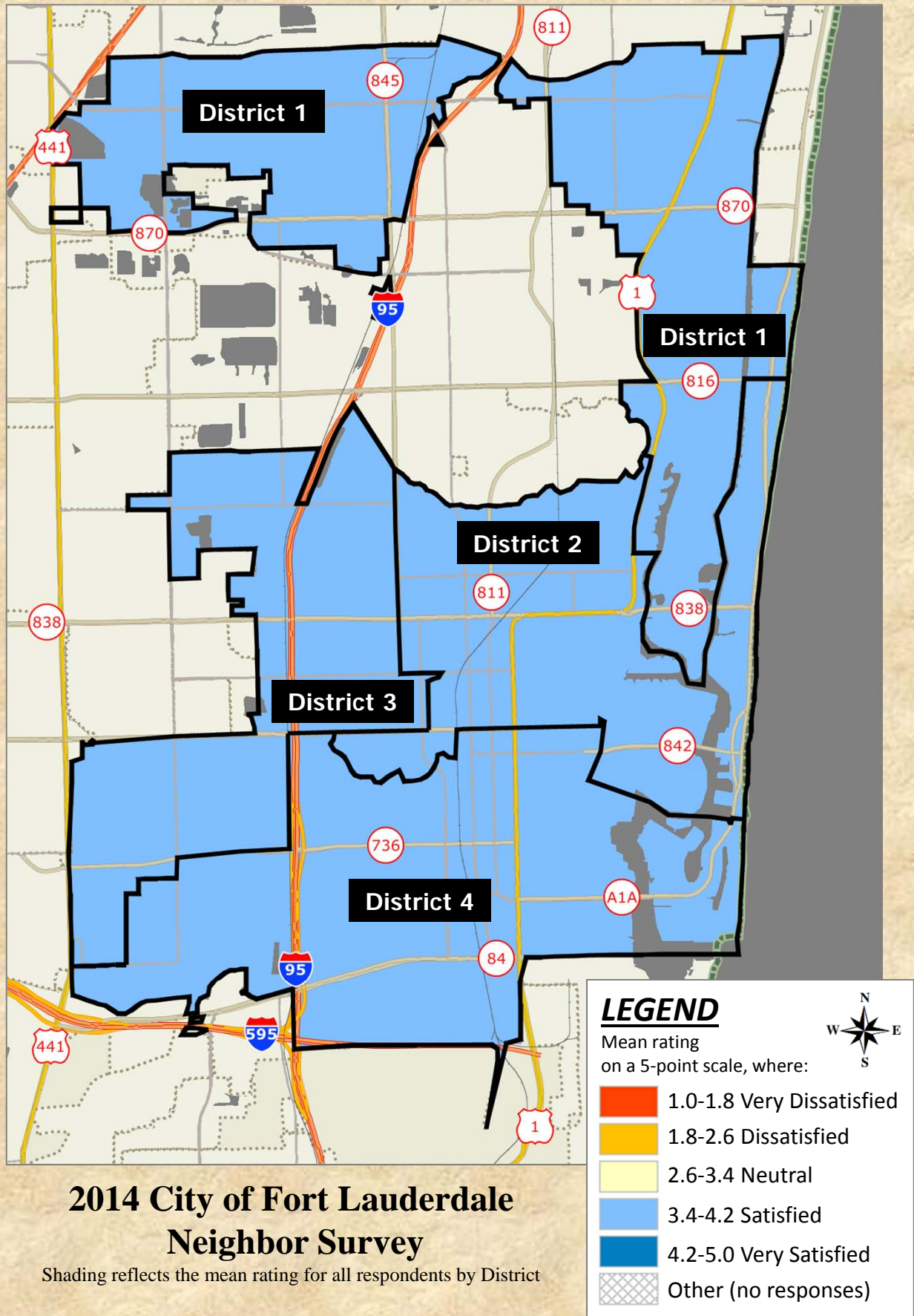


## Q3j. Ratings of efforts in addressing homelessness

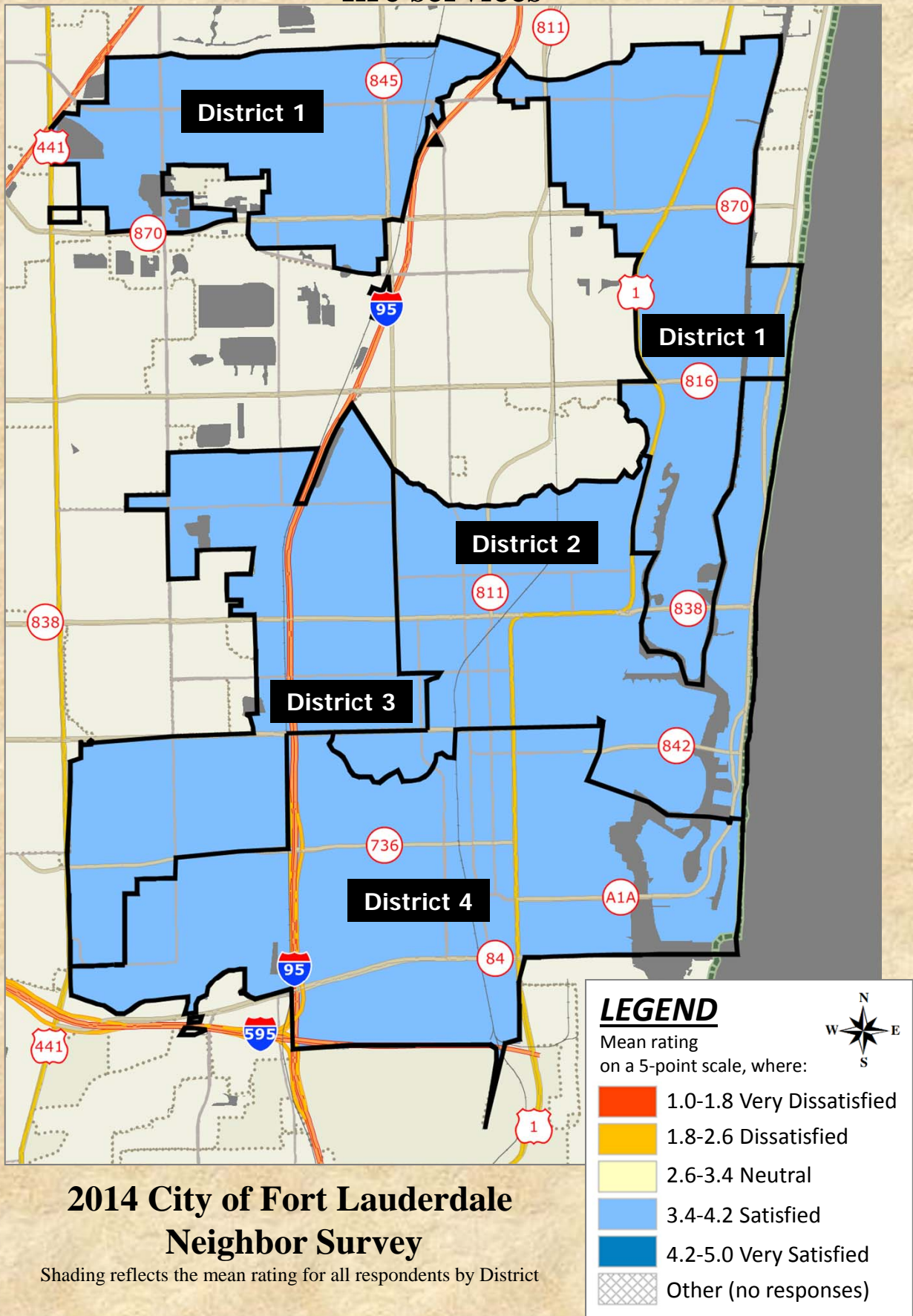




## Q4a. Satisfaction with overall quality of City services

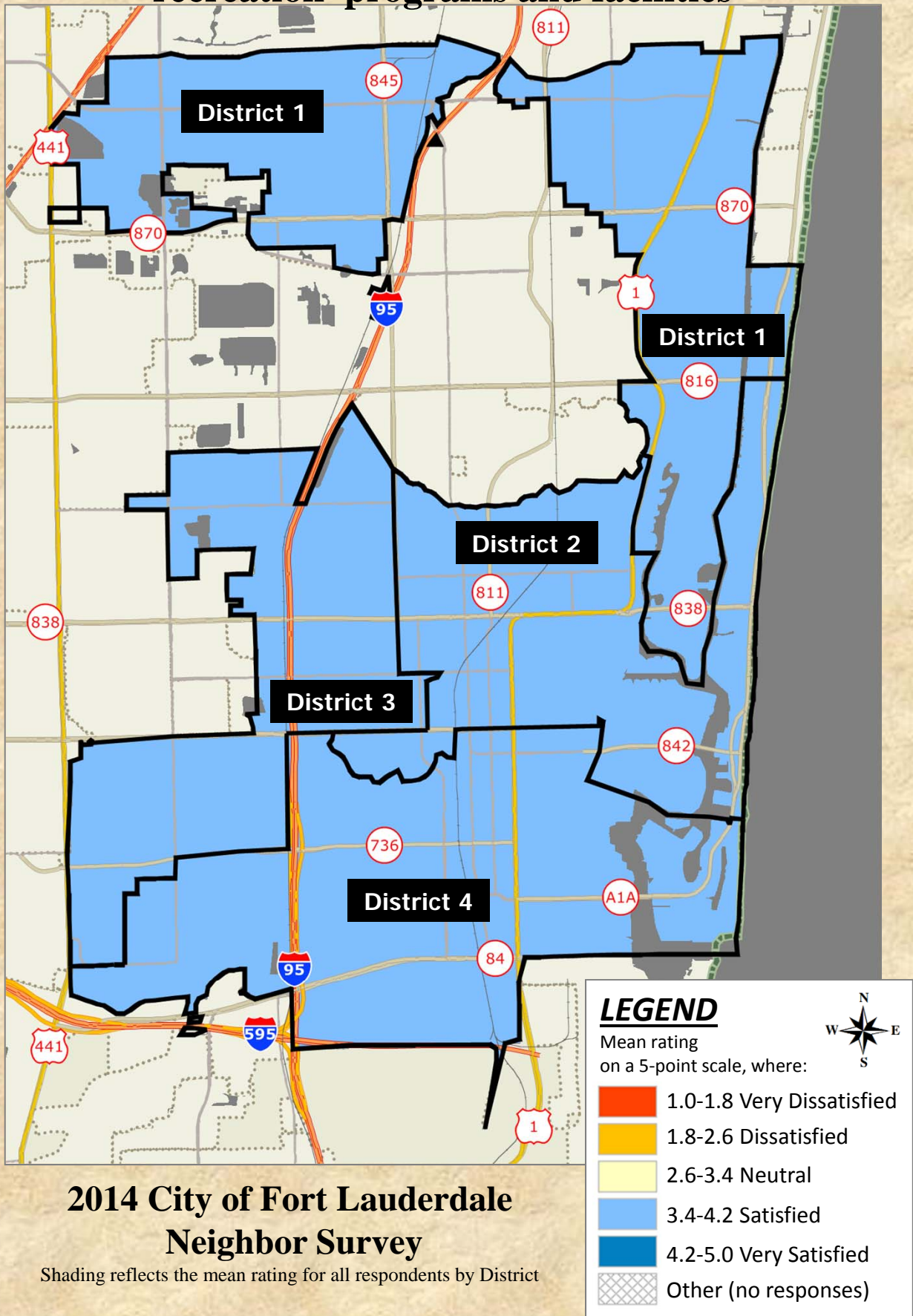


## Q4b. Satisfaction with overall quality of police and fire services

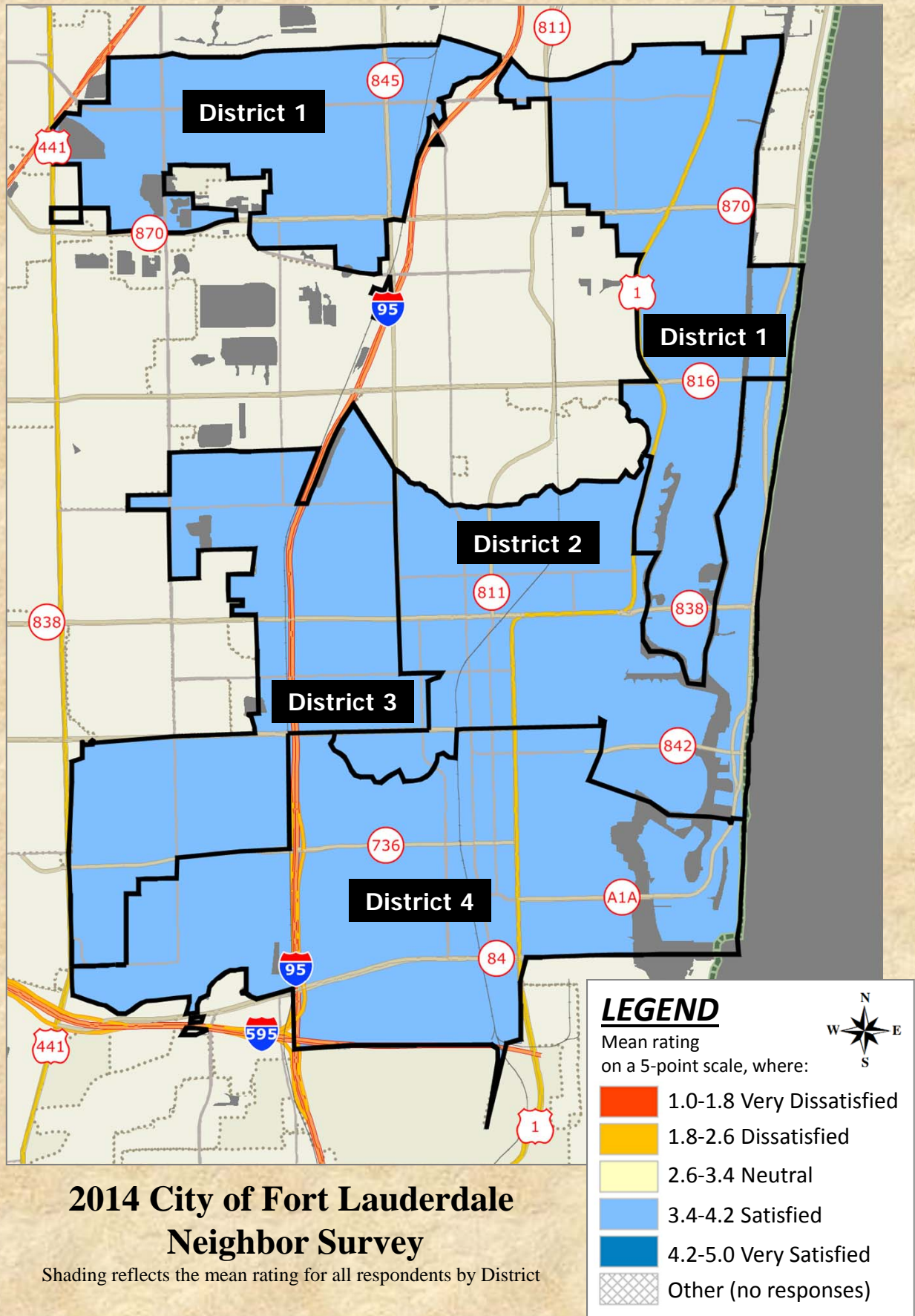




## Q4c. Satisfaction with overall quality of parks and recreation programs and facilities

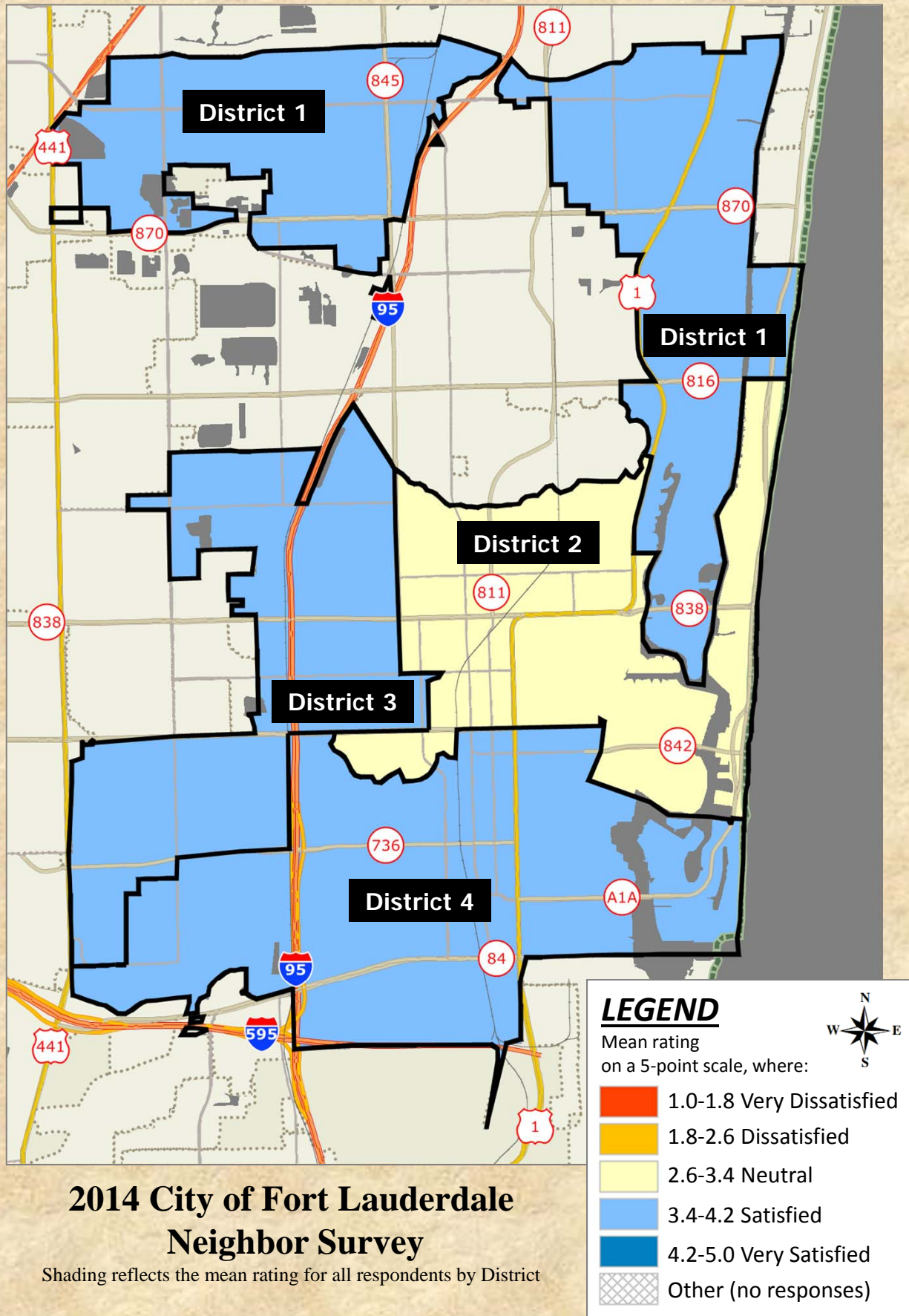


## Q4d. Satisfaction with overall quality of customer service

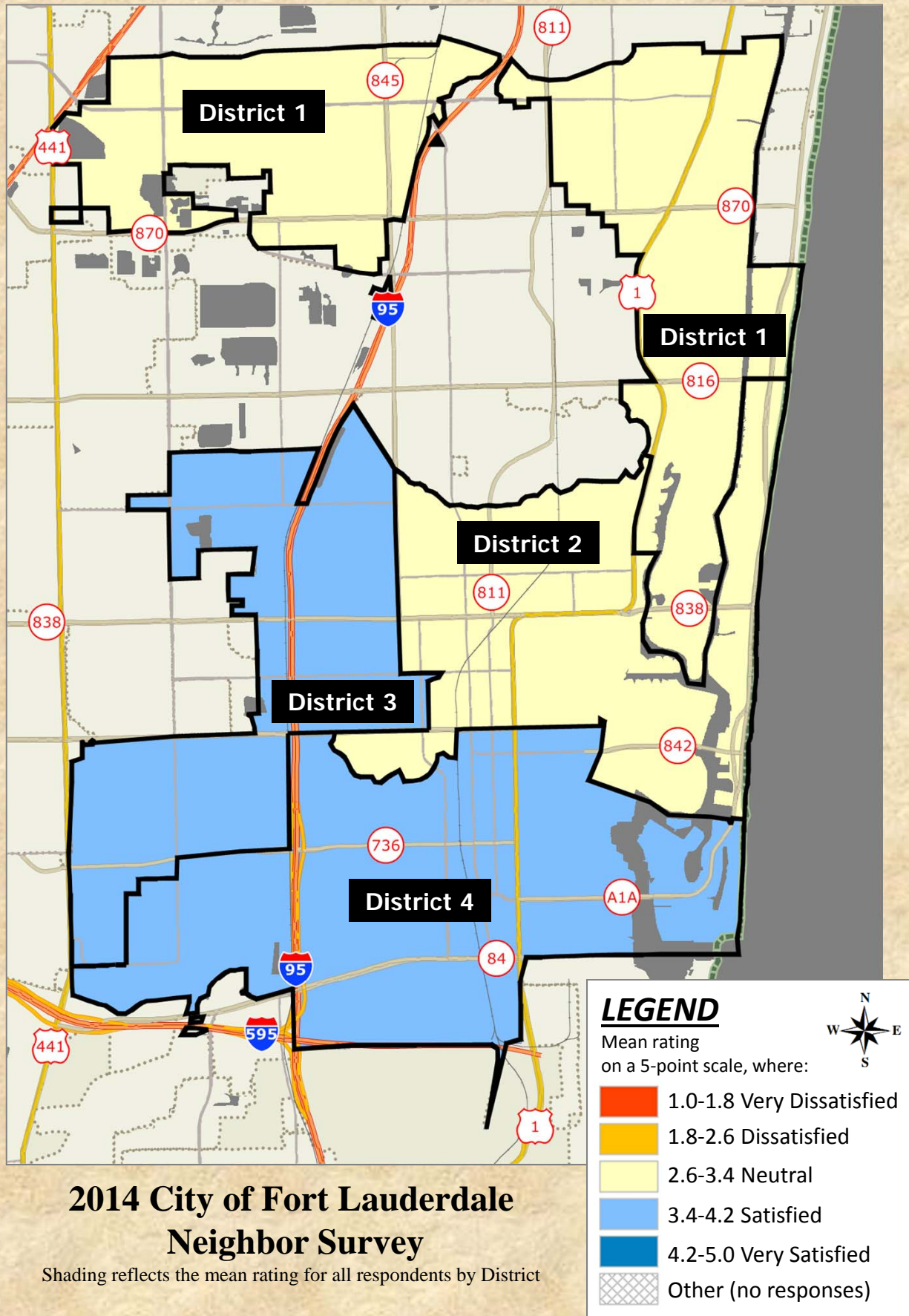




## Q4e. Satisfaction with overall enforcement of City codes and ordinances



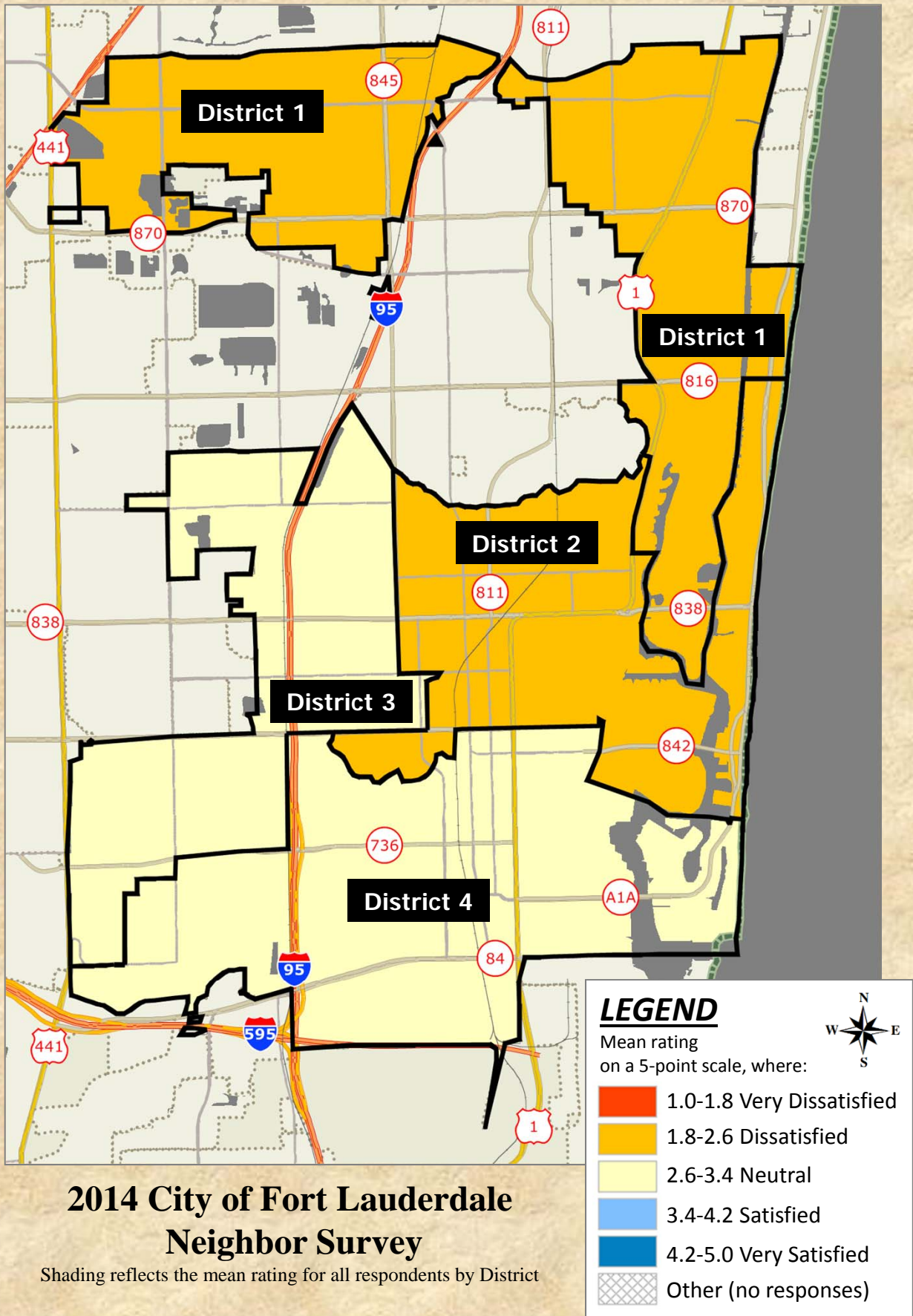
## Q4f. Satisfaction with overall maintenance of City streets, sidewalks and infrastructure





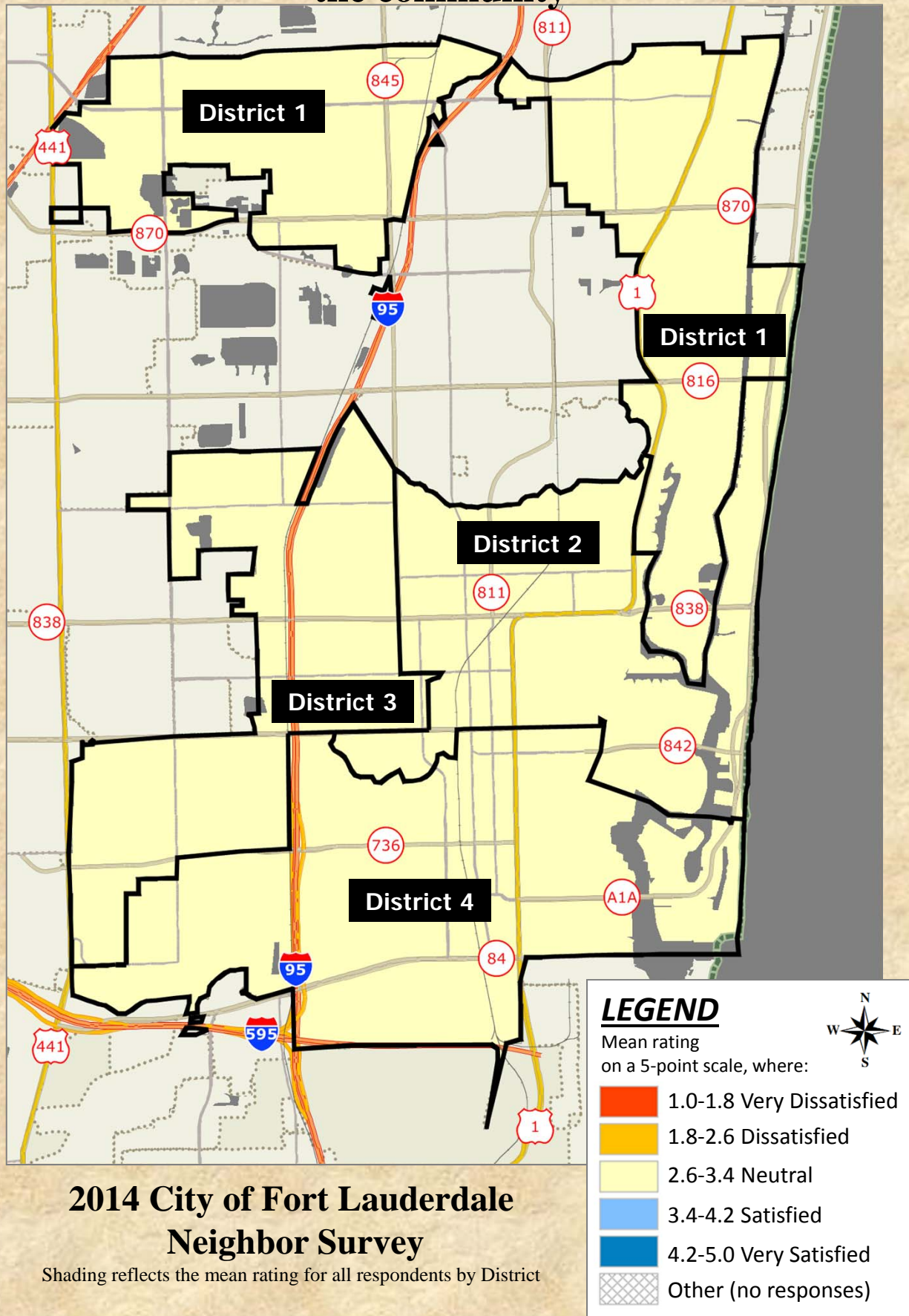


## Q4h. Satisfaction with overall flow of traffic





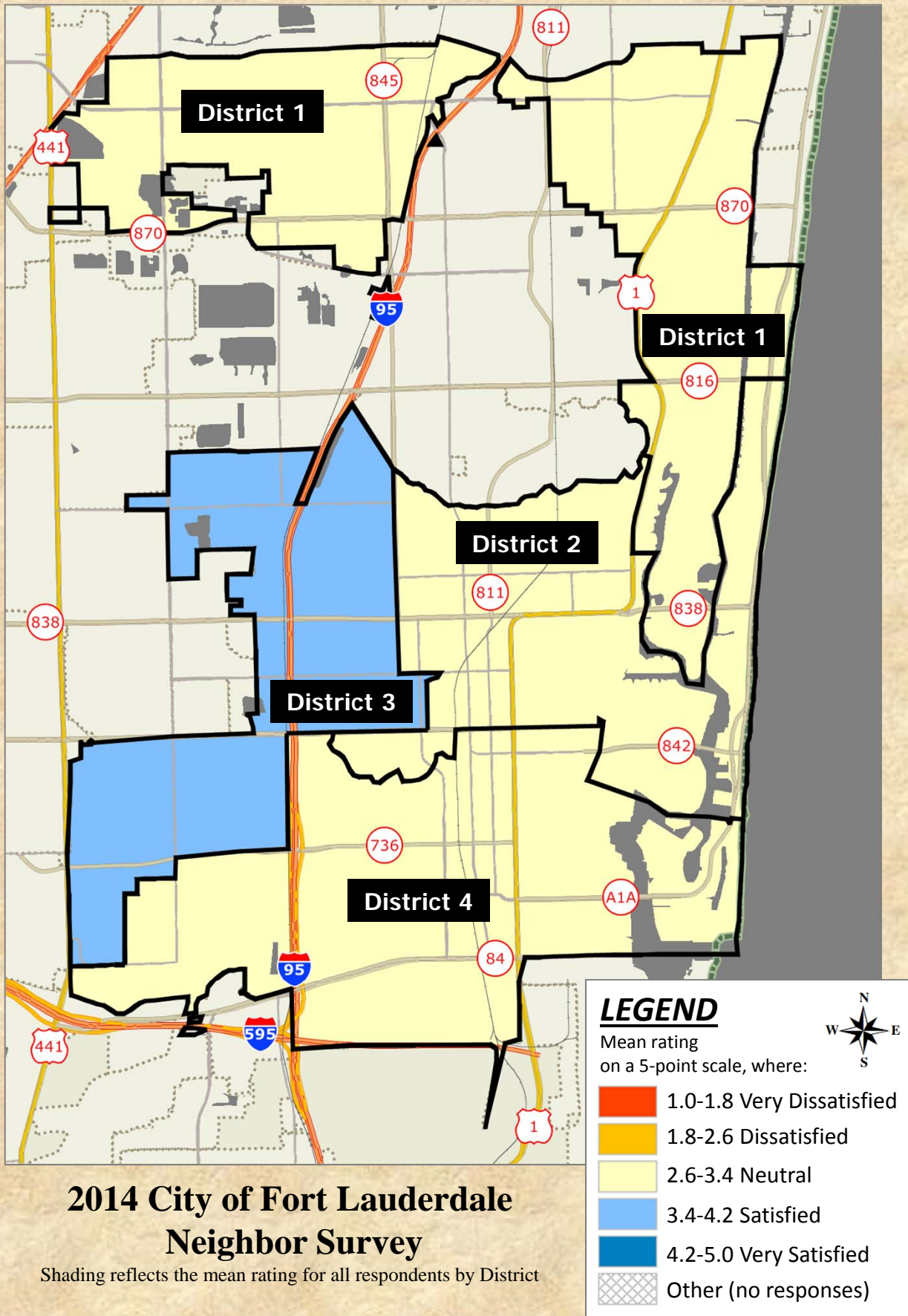
## Q4i. Satisfaction with effectiveness of communication with the community



### 2014 City of Fort Lauderdale Neighbor Survey

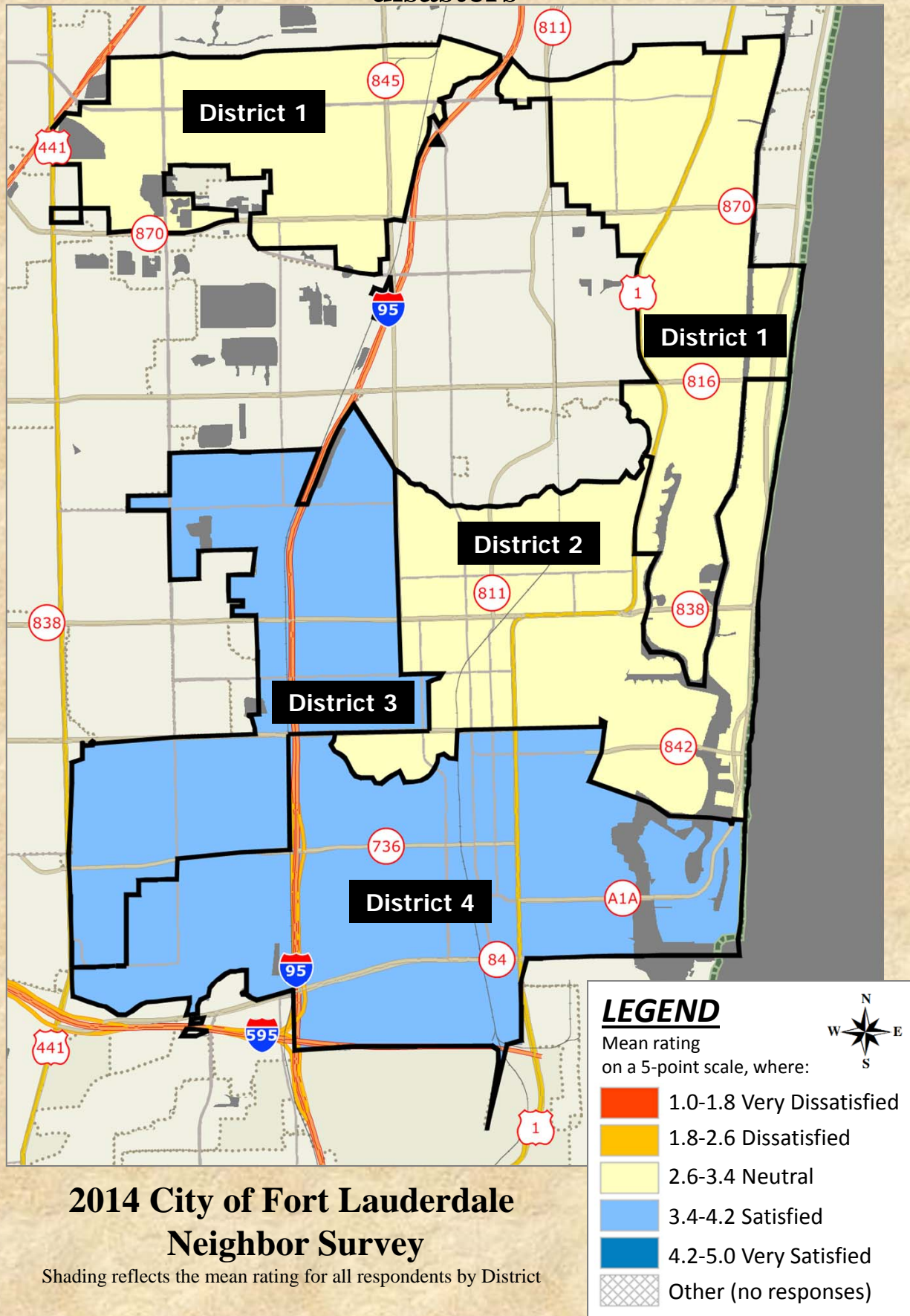
Shading reflects the mean rating for all respondents by District

## Q4j. Satisfaction with how well the City is preparing for the future



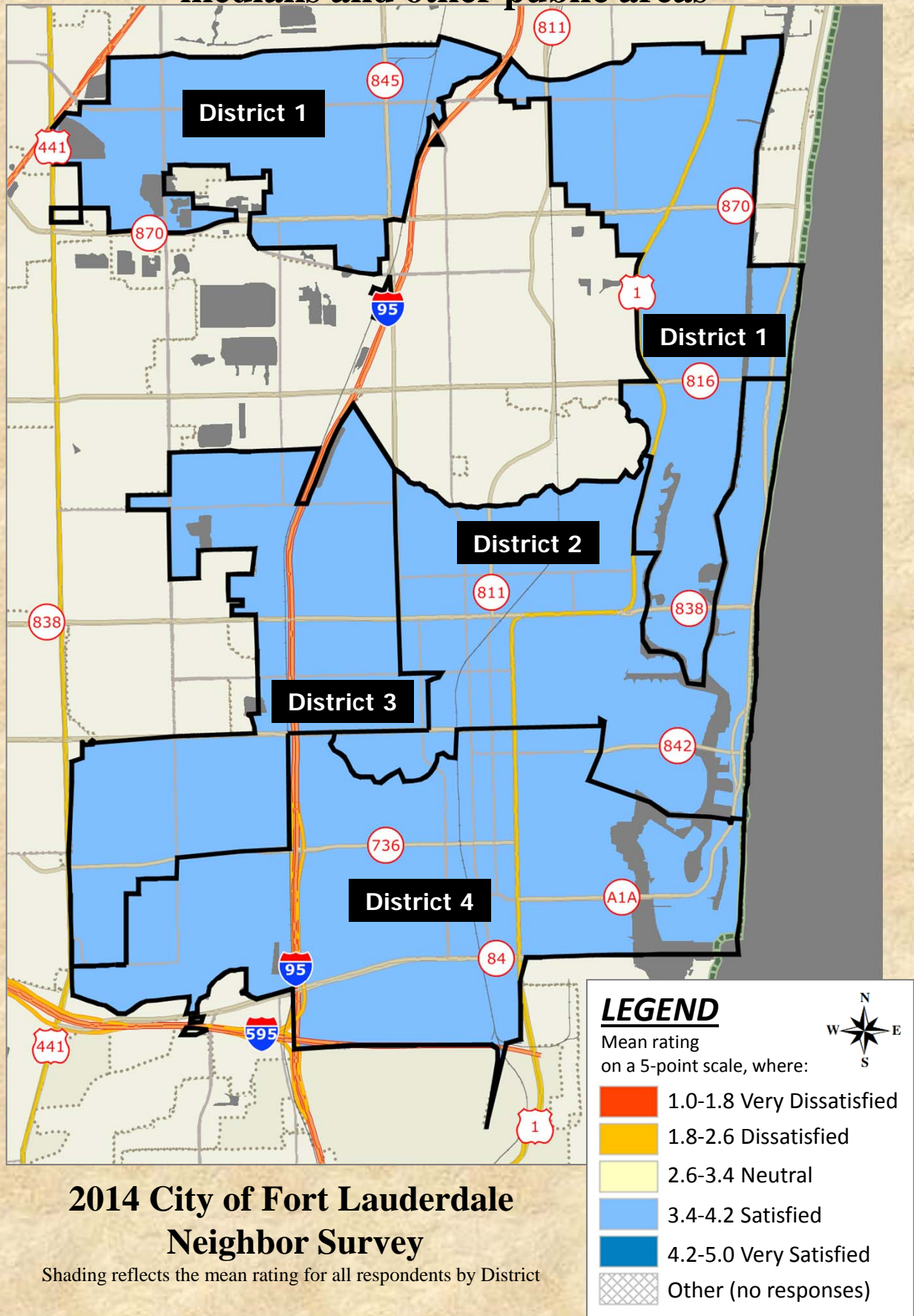


## Q4k. Satisfaction with how well the City is prepared for disasters

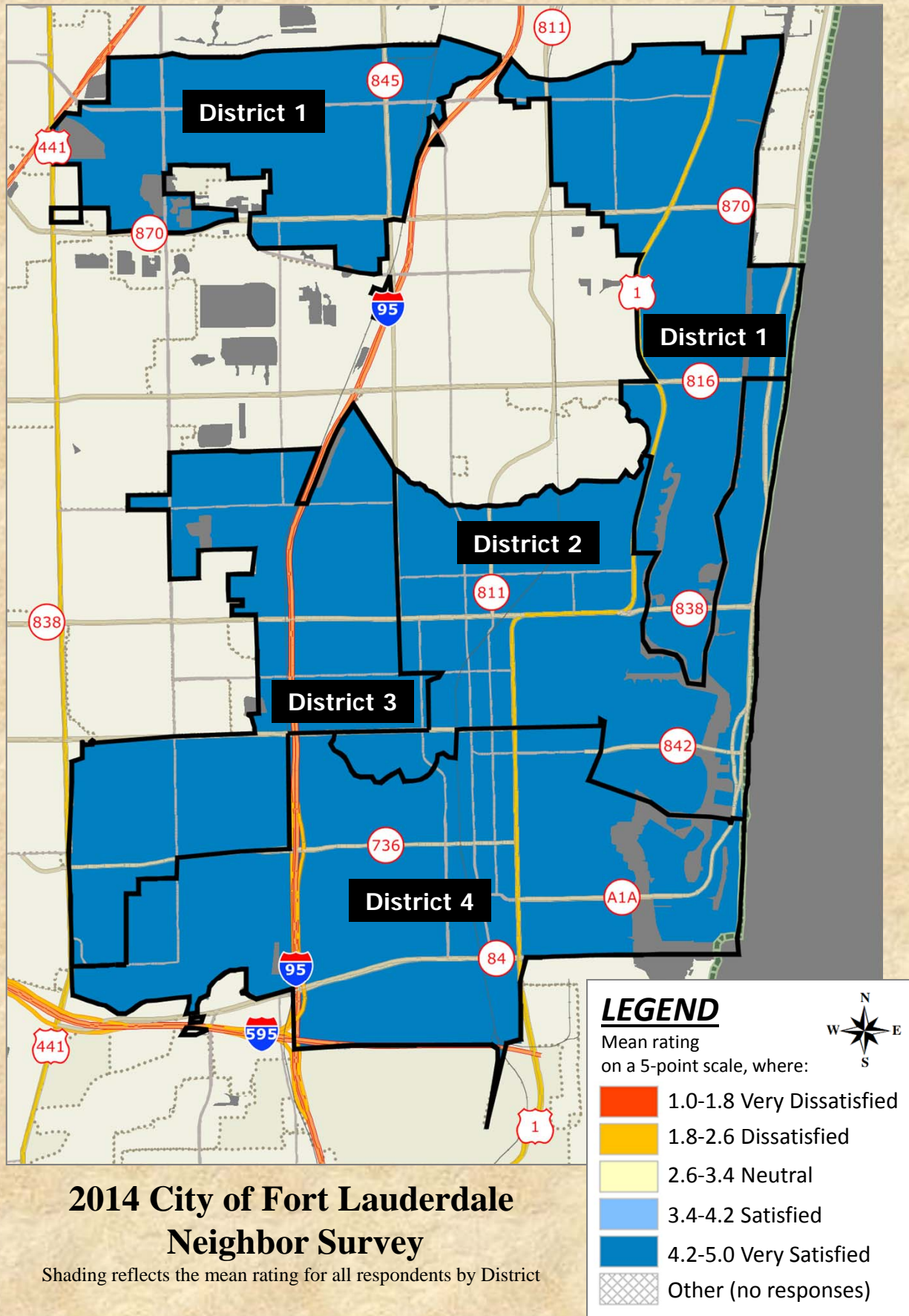




## Q4l. Satisfaction with quality of landscaping in parks, medians and other public areas

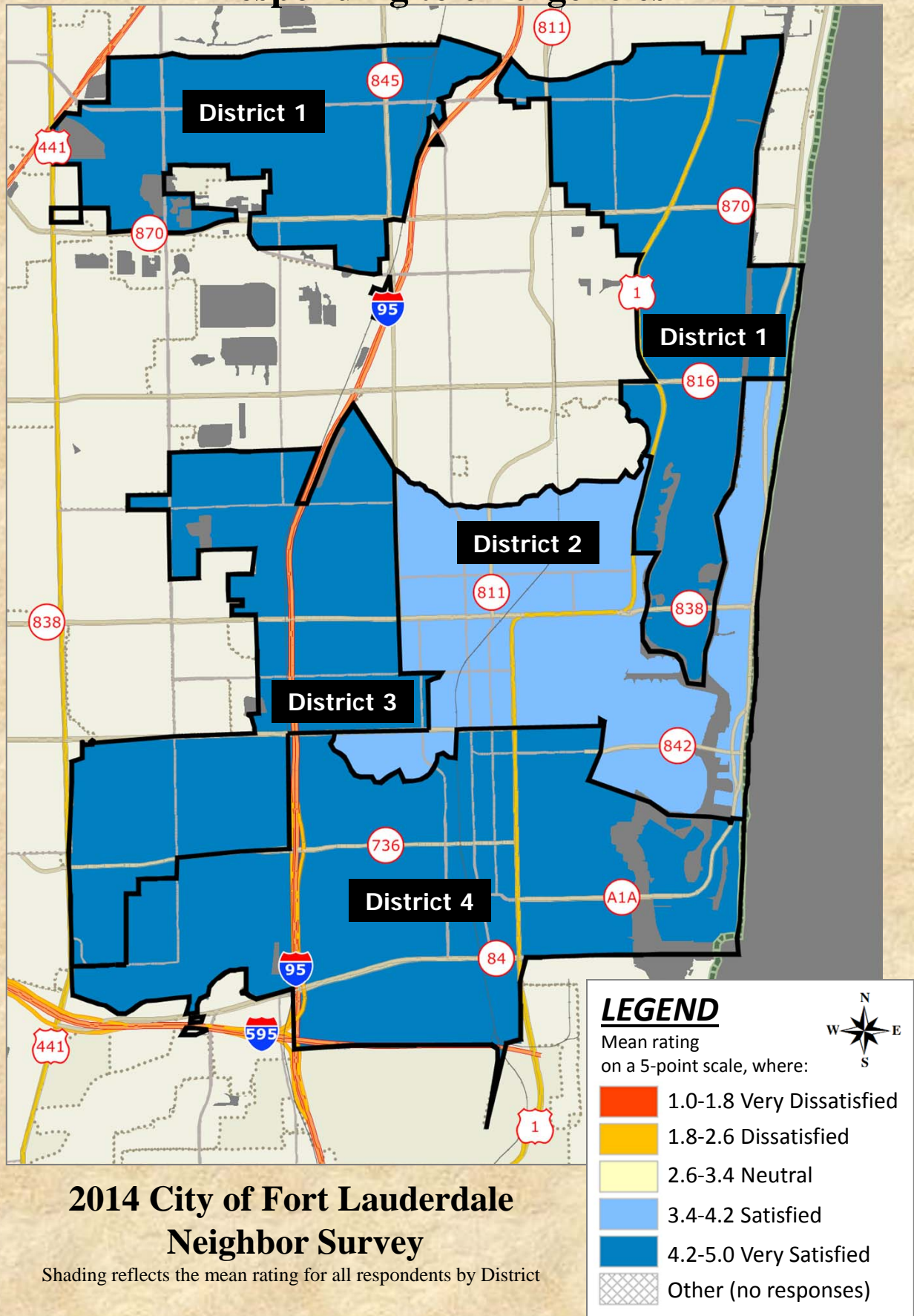


## Q6a. Satisfaction with overall quality of local fire protection

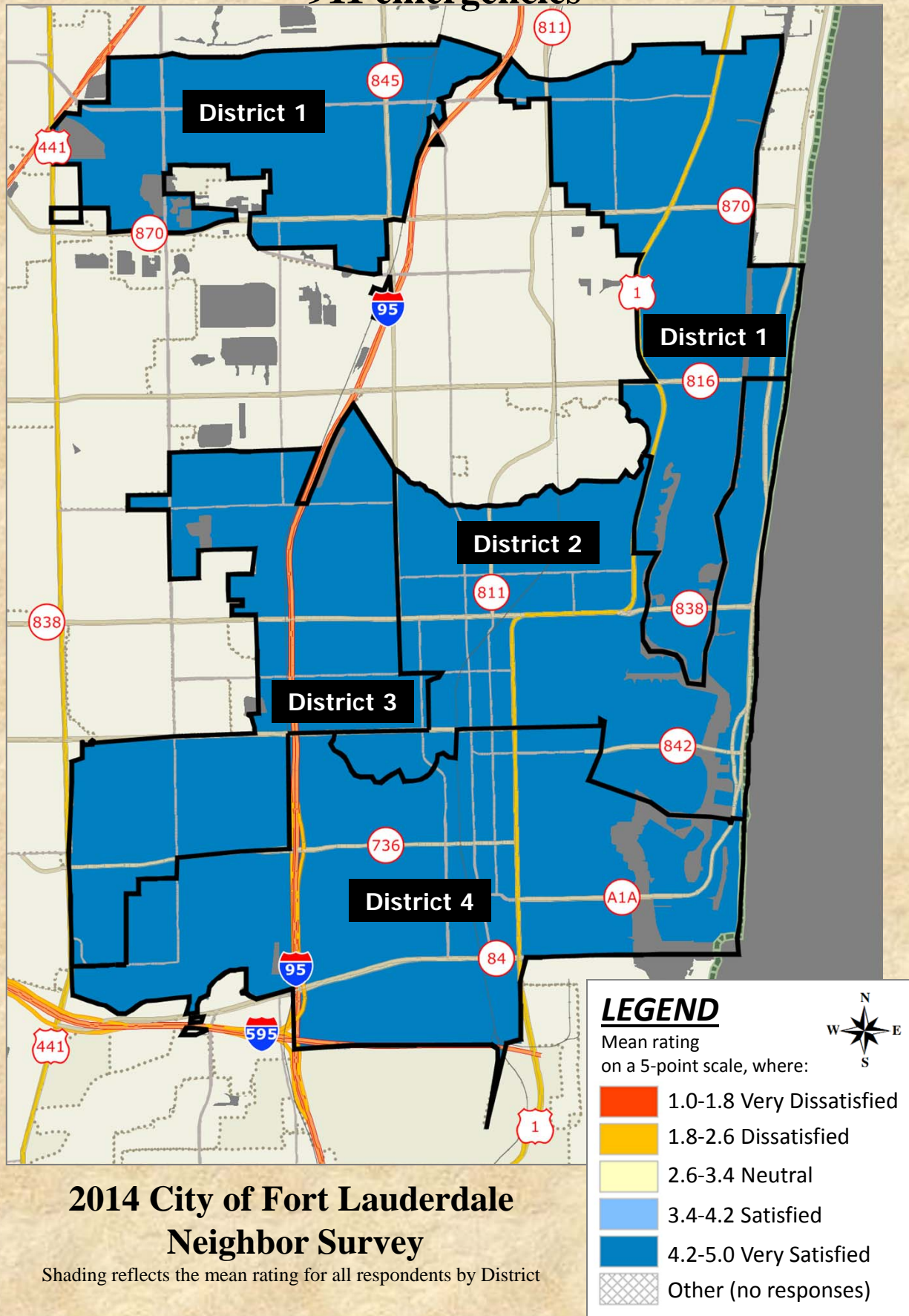




## Q6b. Satisfaction with professionalism of employees responding to emergencies

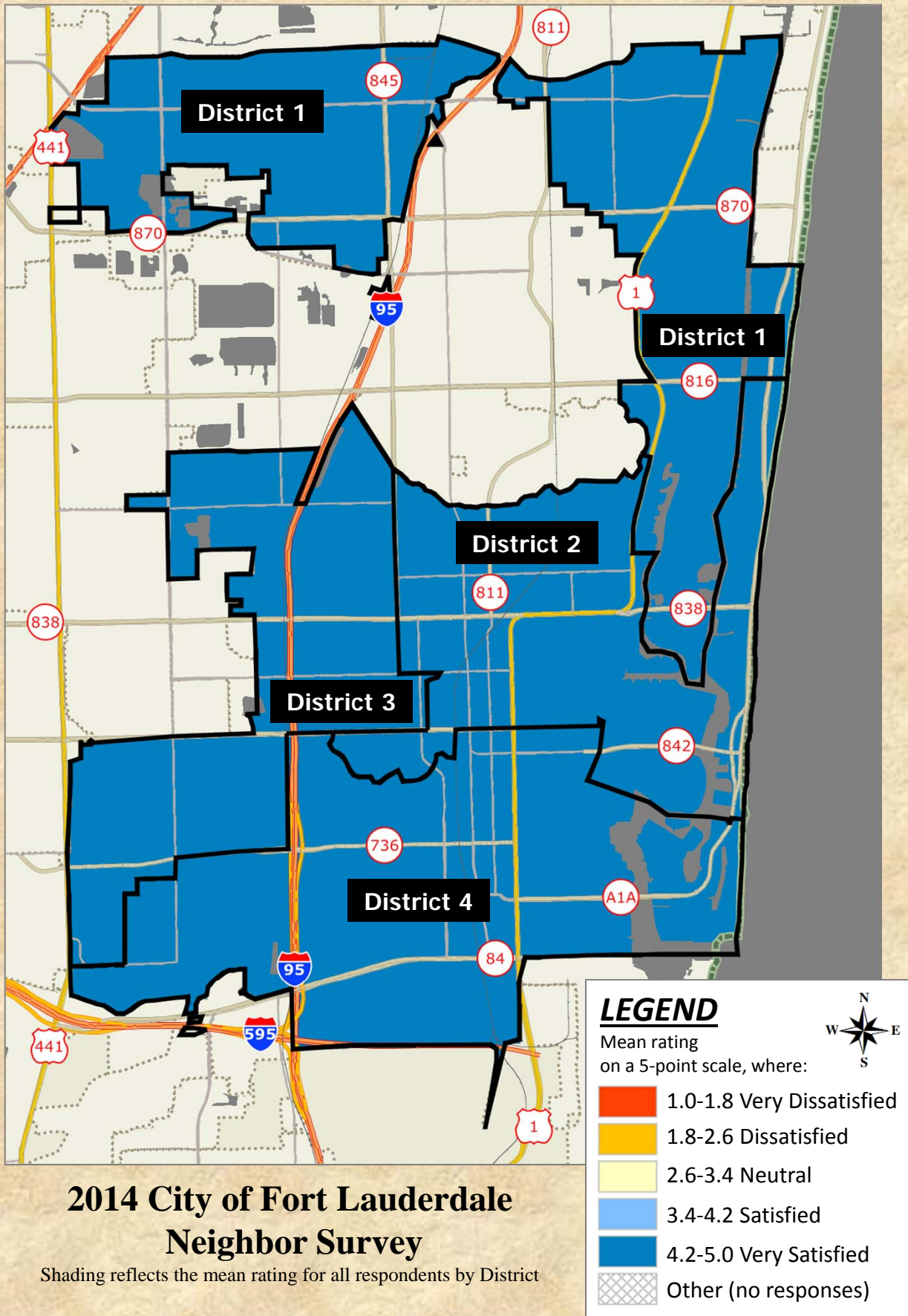


## Q6c. Satisfaction with how quickly fire rescue responds to 911 emergencies



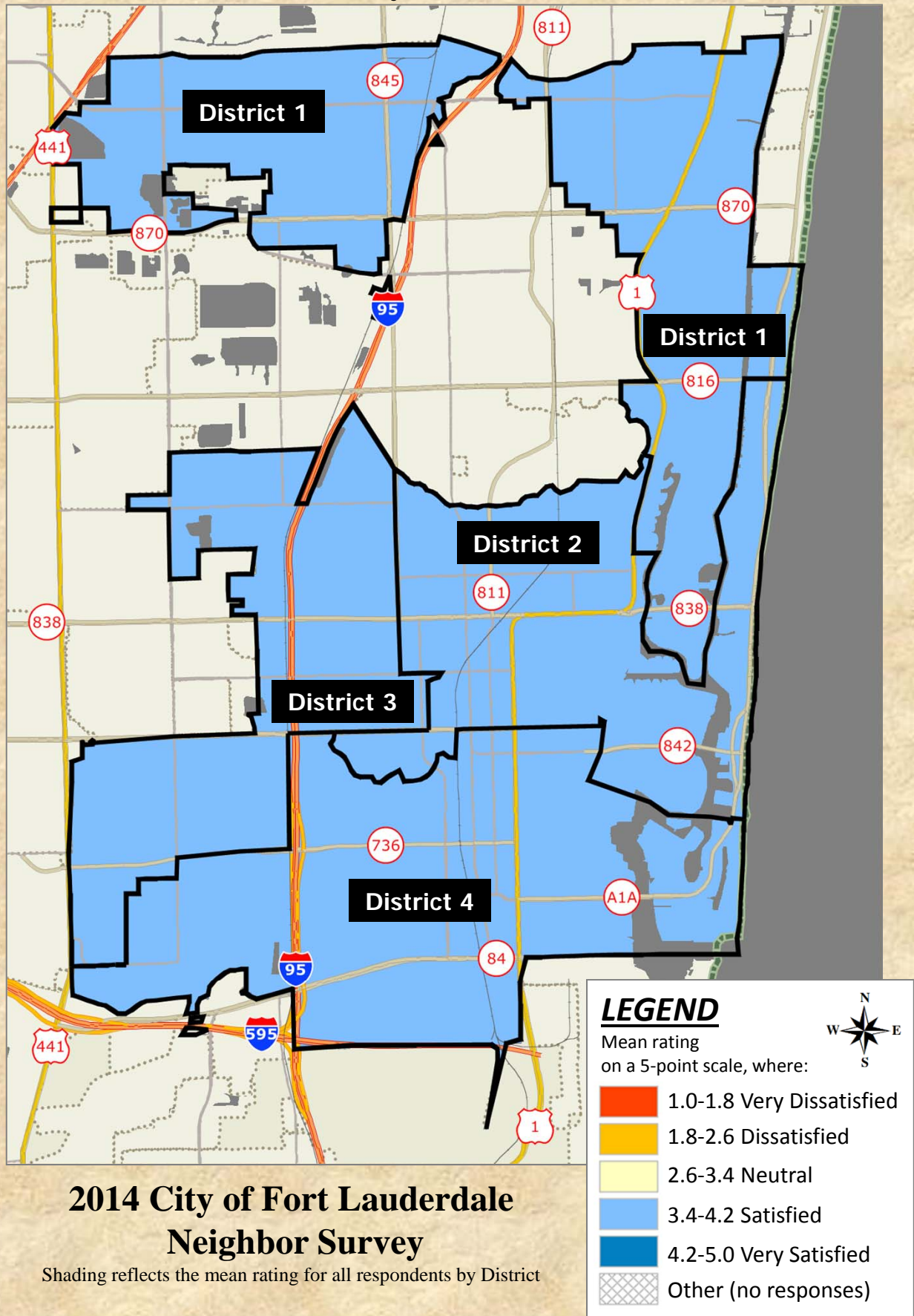


## Q6d. Satisfaction with quality of Emergency Medical Services

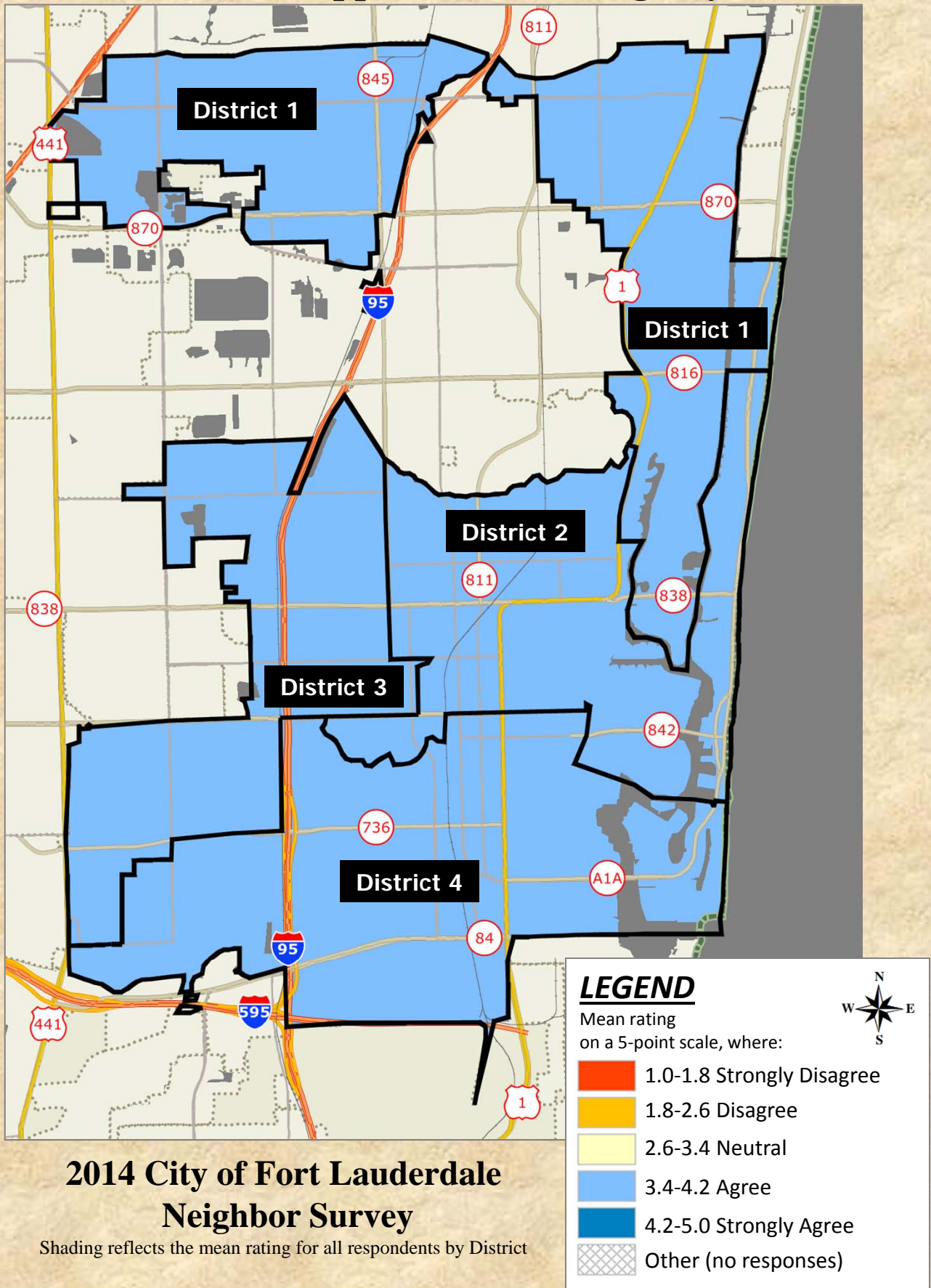




## Q6e. Satisfaction with quality of lifeguard protection at City beaches

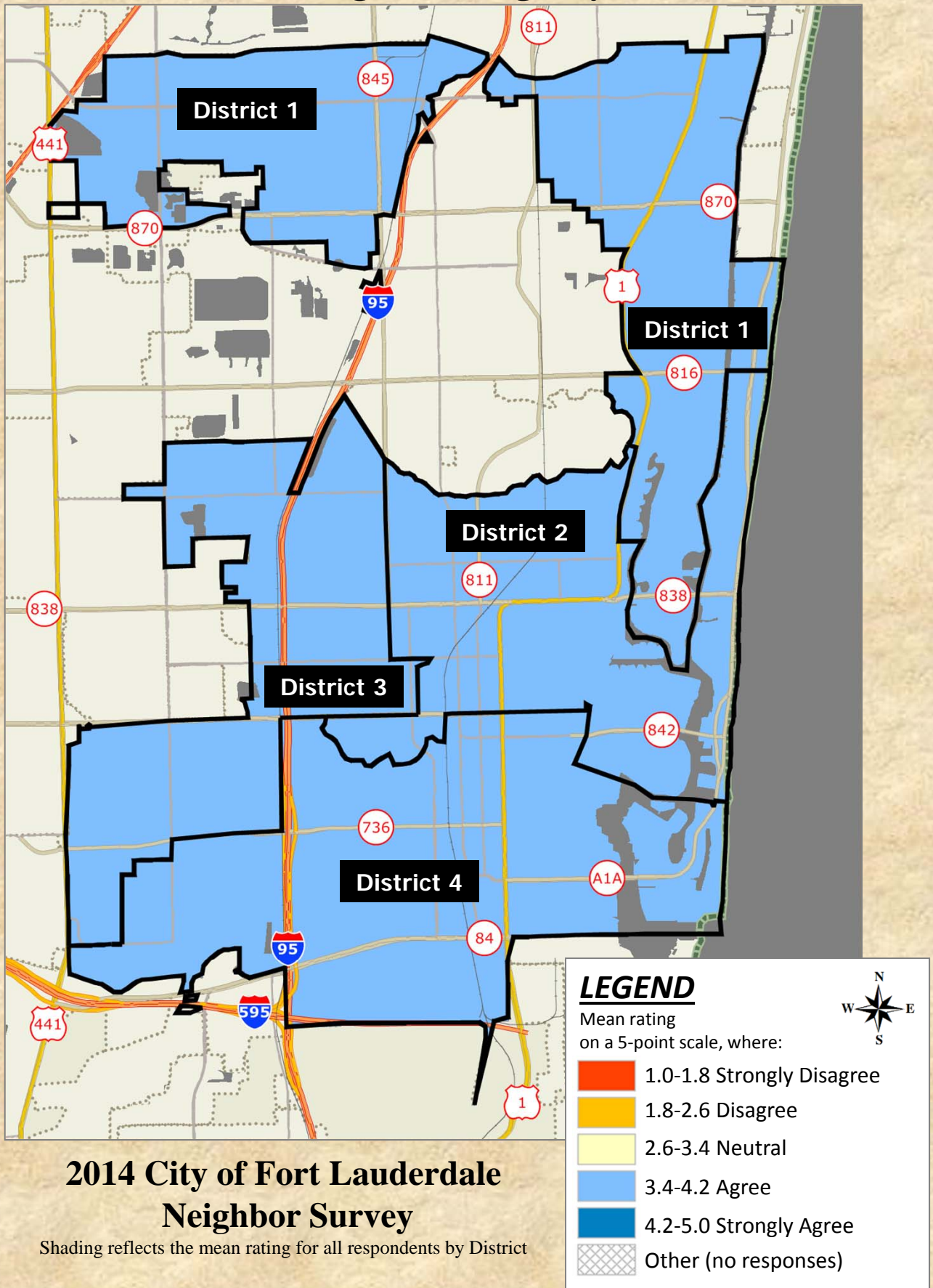


## Q6f. Agreement that household is prepared with food, water and other supplies for an emergency

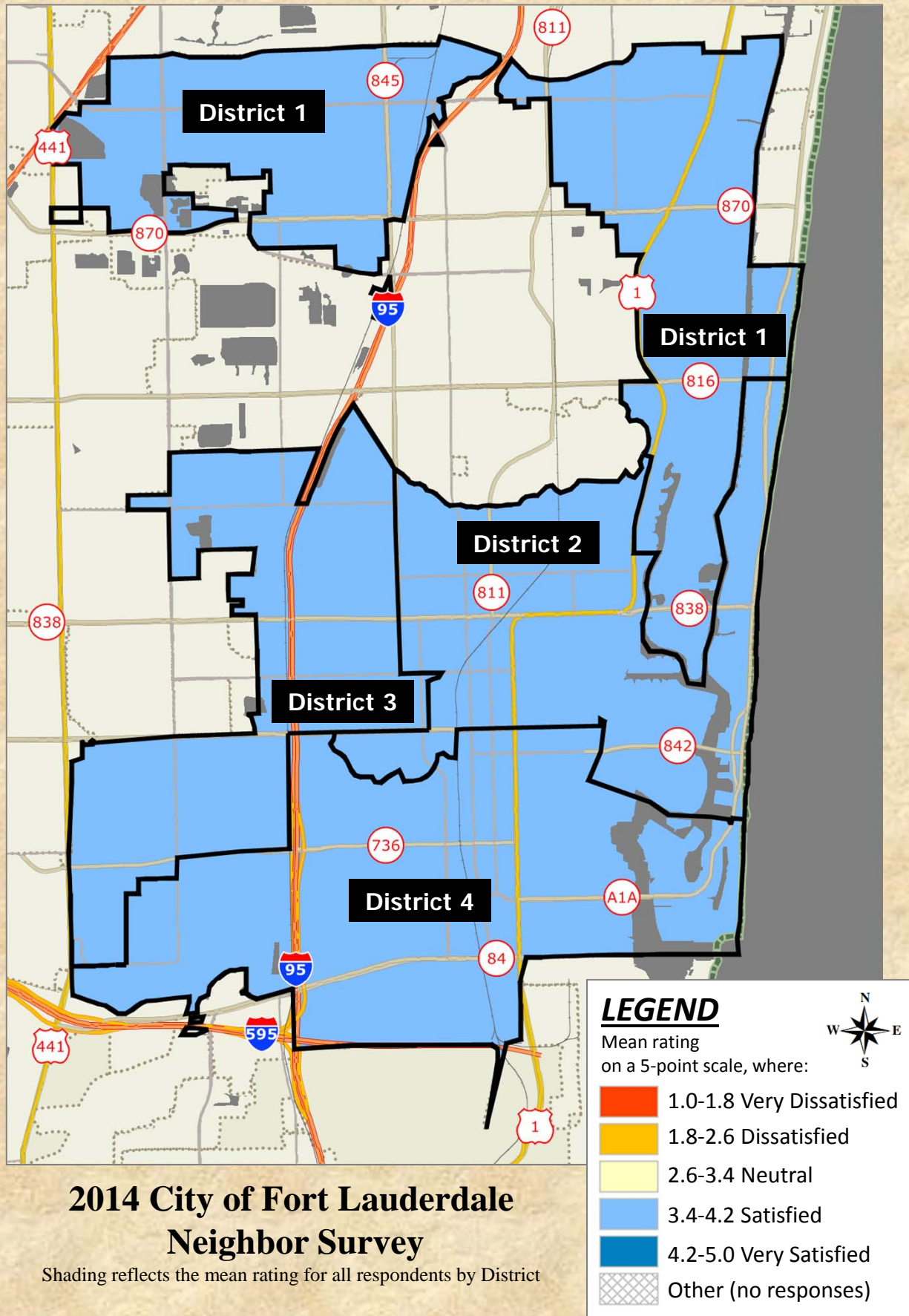




## Q6g. Agreement that residents know where to get information during an emergency

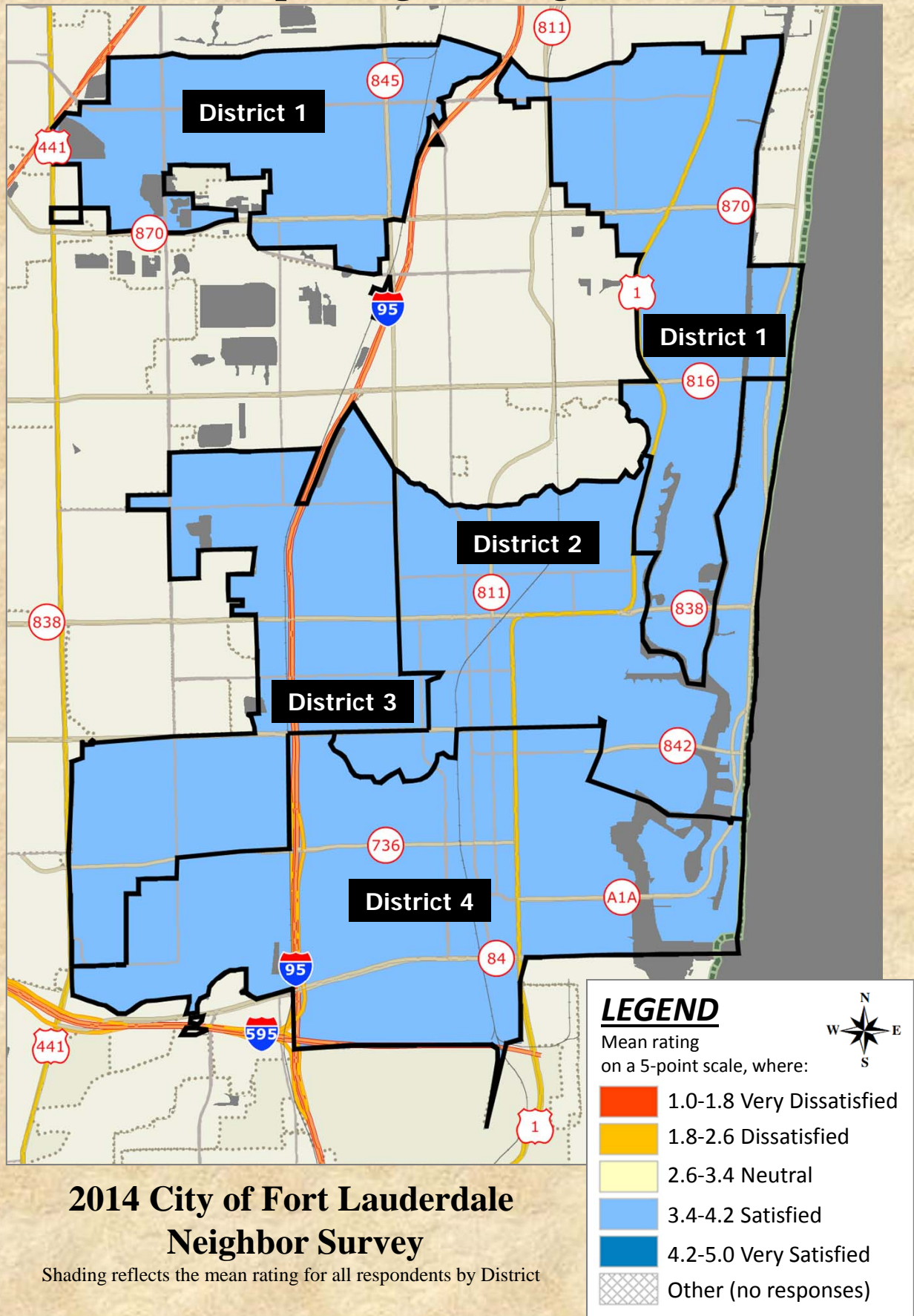


## Q8a. Satisfaction with overall quality of local police protection

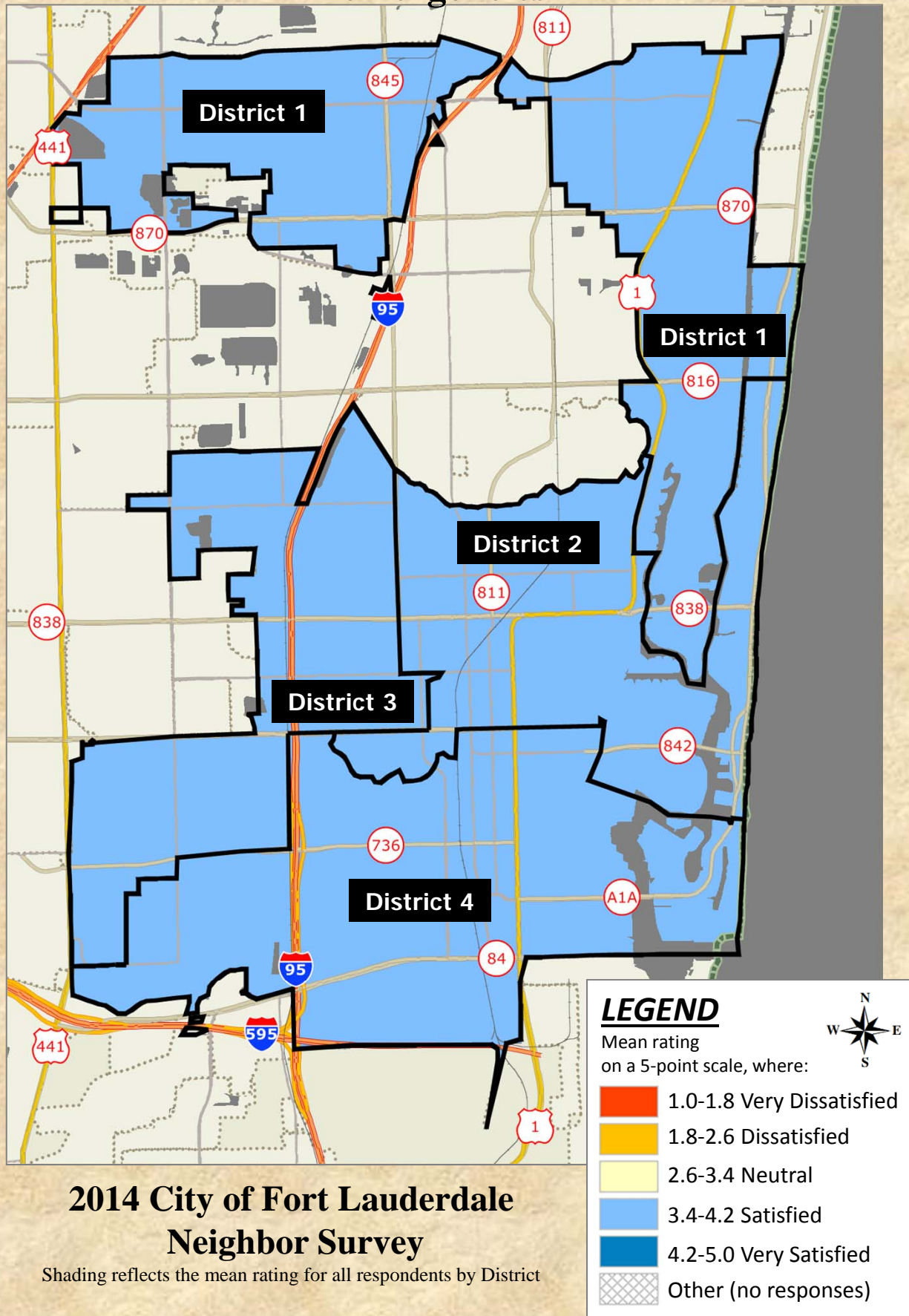




## Q8b. Satisfaction with professionalism of employees responding to emergencies

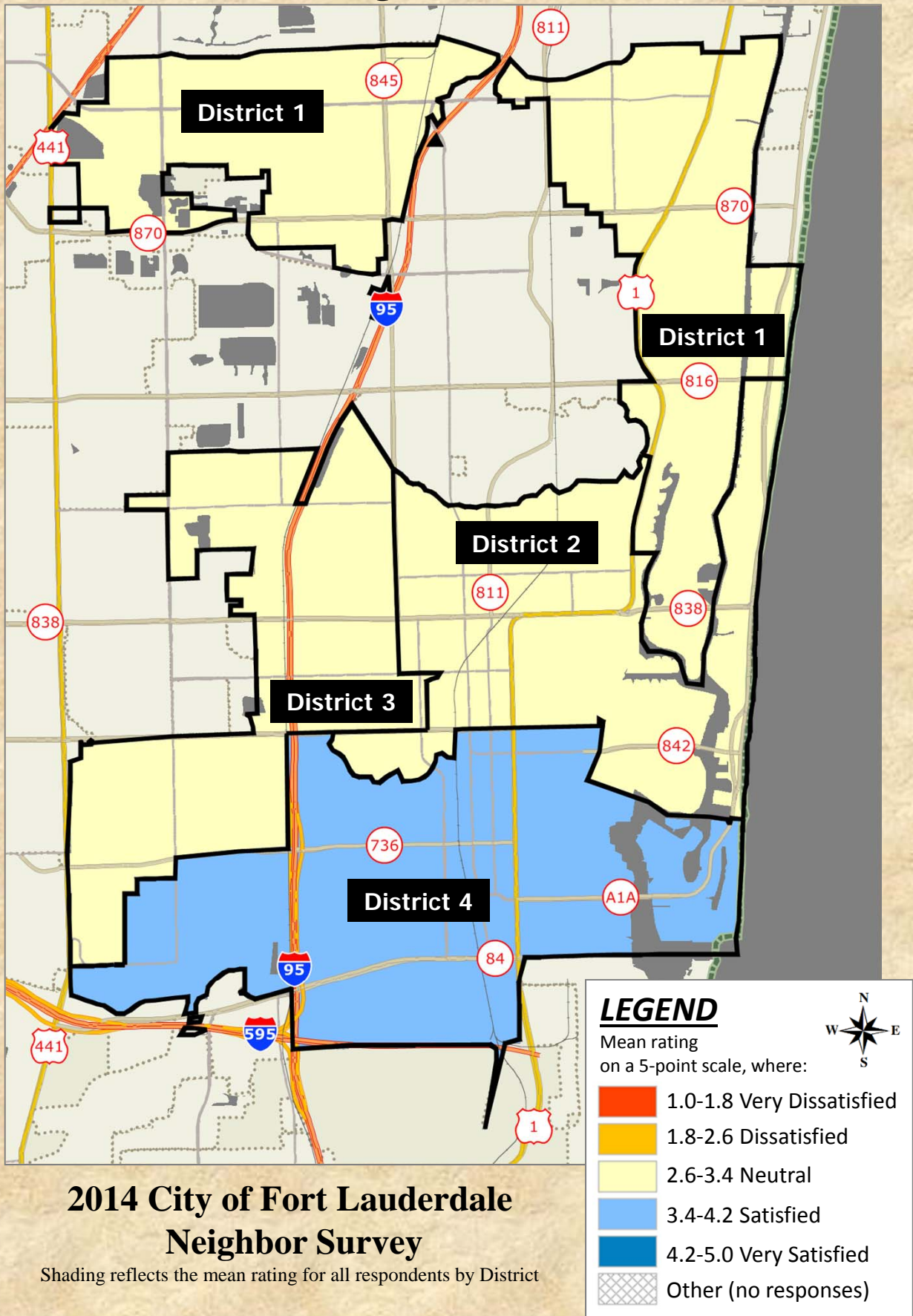


## Q8c. Satisfaction with how quickly police respond to 911 emergencies



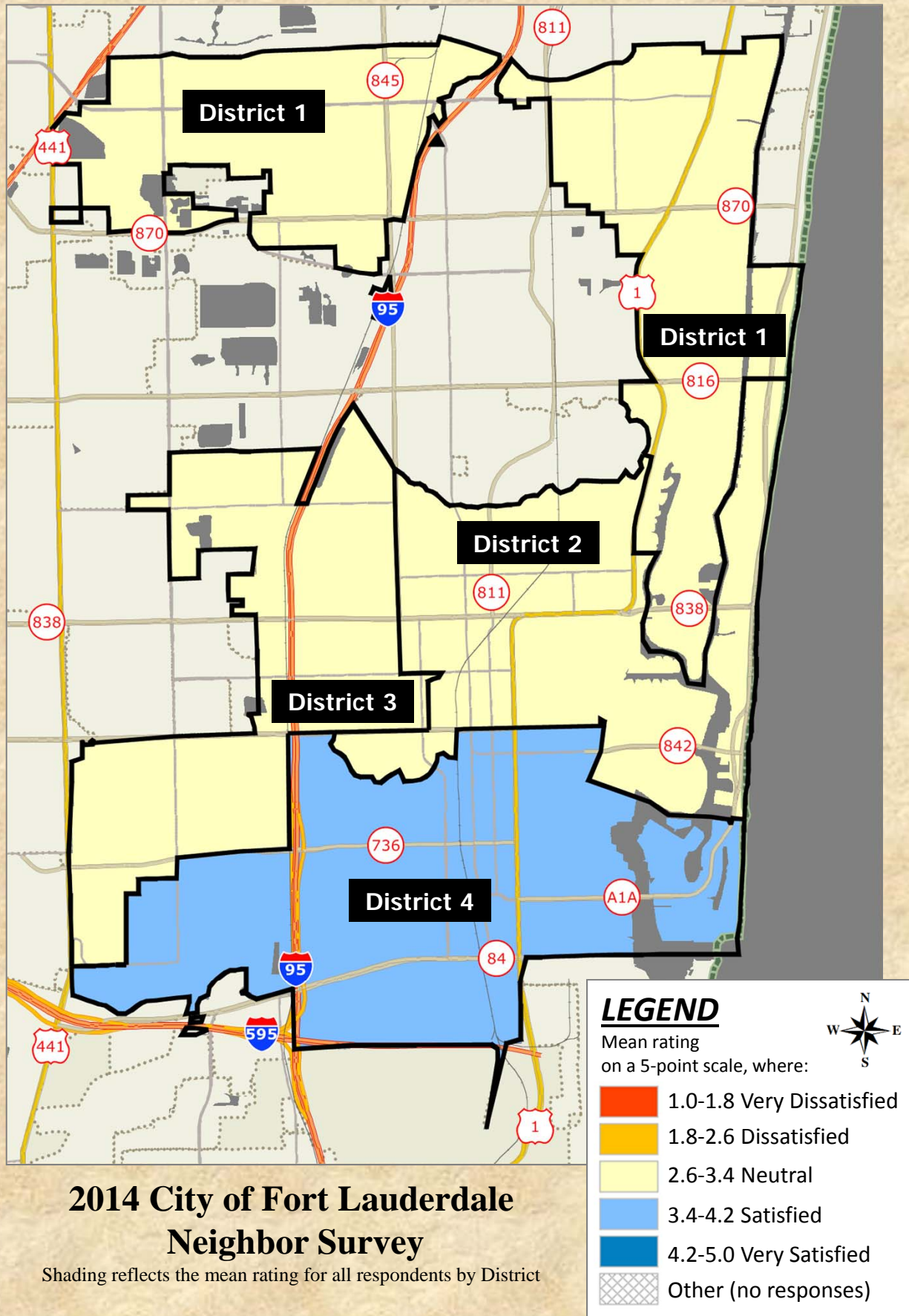


## Q8d. Satisfaction with the visibility of police in neighborhoods

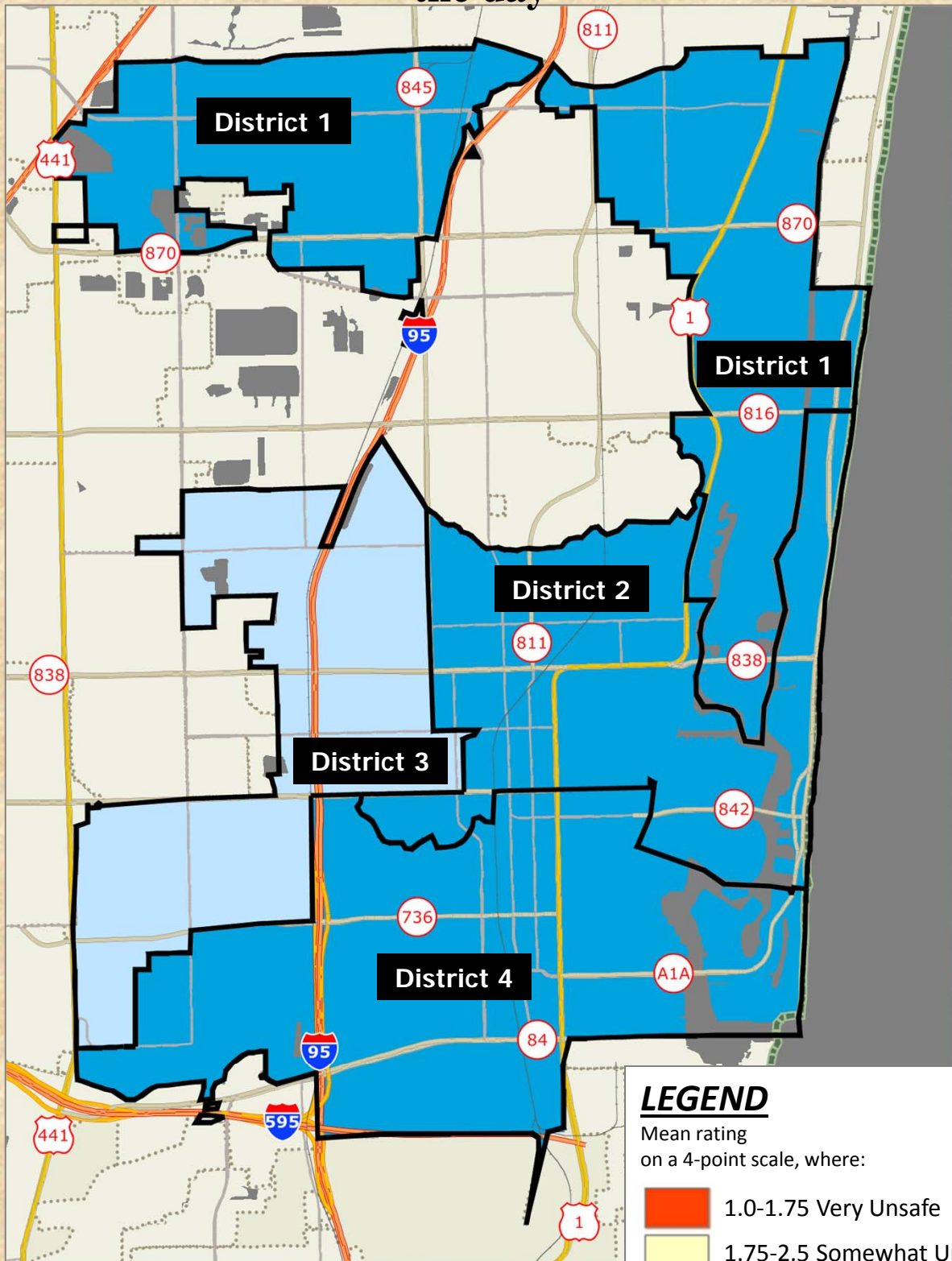




## Q8e. Satisfaction with the City's efforts to prevent crime



# Q11a. Feeling of safety walking in neighborhoods during the day



## 2014 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

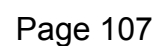
### LEGEND

Mean rating on a 4-point scale, where:

- 1.0-1.75 Very Unsafe
- 1.75-2.5 Somewhat Unsafe
- 2.5-3.25 Somewhat Safe
- 3.25-4.0 Very Safe
- Other (no responses)

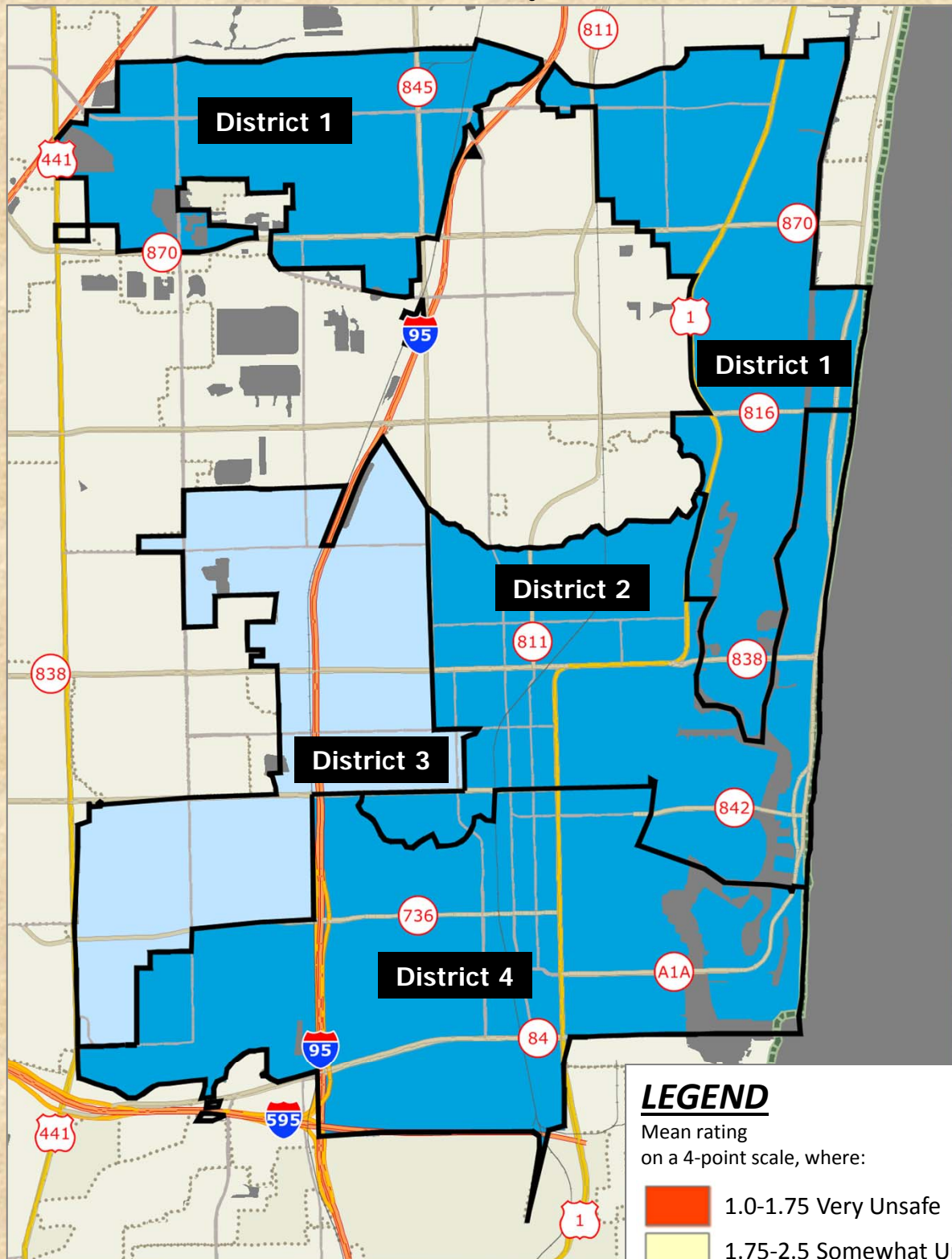








## Q11c. Feeling of safety in commercial/business areas during the day



### 2014 City of Fort Lauderdale Neighbor Survey

Shading reflects the mean rating for all respondents by District

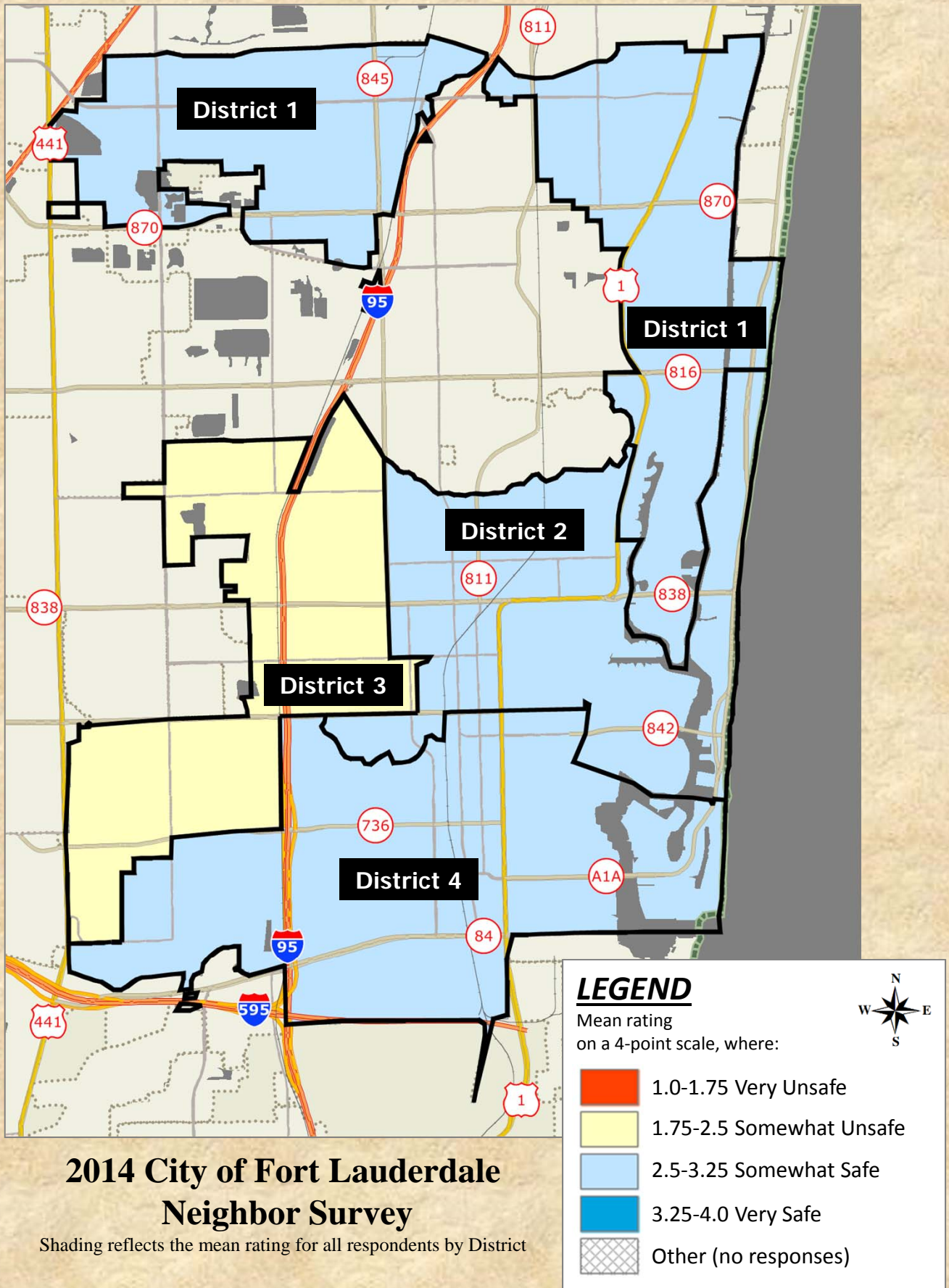
#### **LEGEND**

Mean rating on a 4-point scale, where:

- 1.0-1.75 Very Unsafe
- 1.75-2.5 Somewhat Unsafe
- 2.5-3.25 Somewhat Safe
- 3.25-4.0 Very Safe
- Other (no responses)

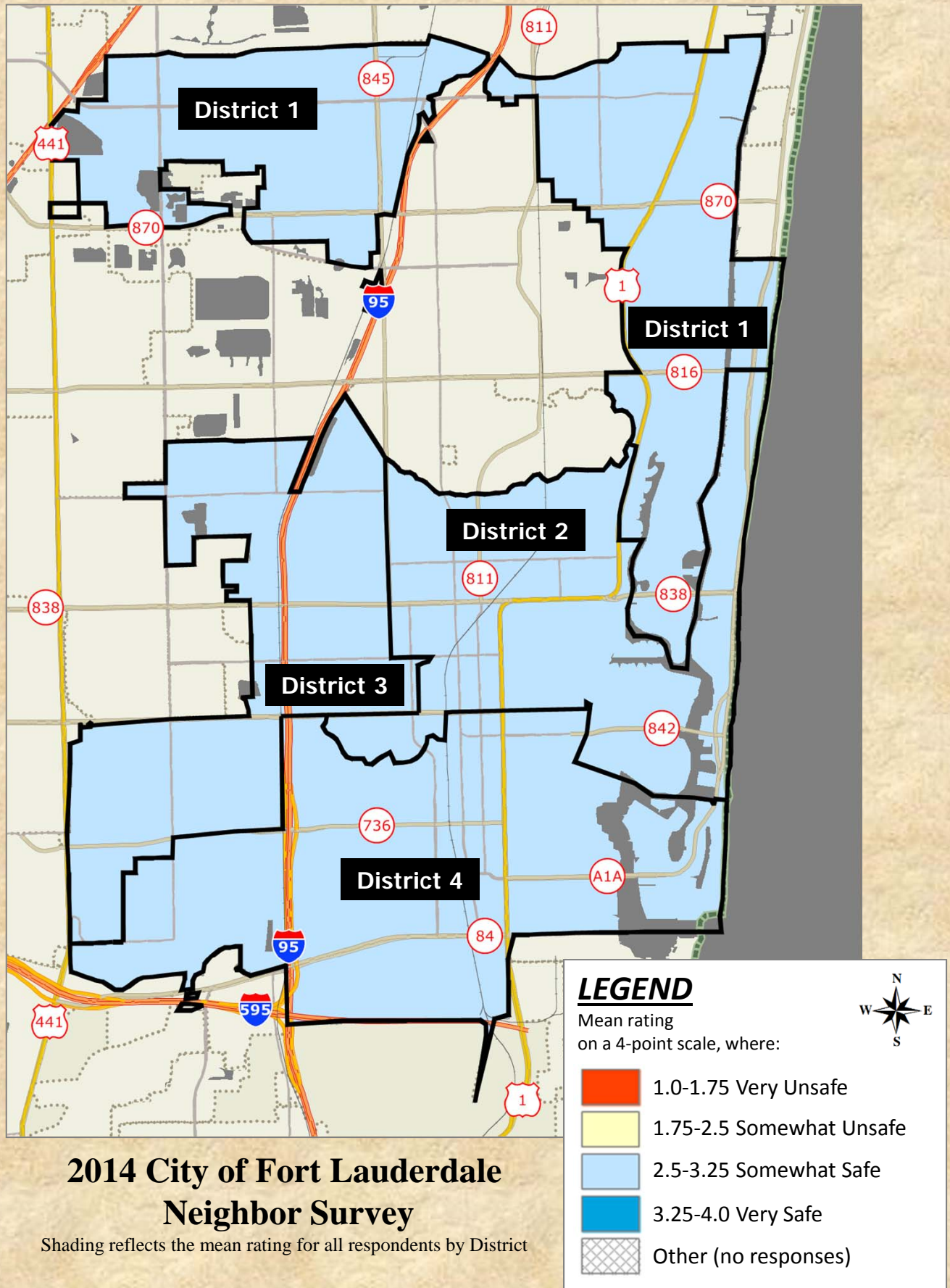


## Q11d. Feeling of safety in commercial/business areas at night



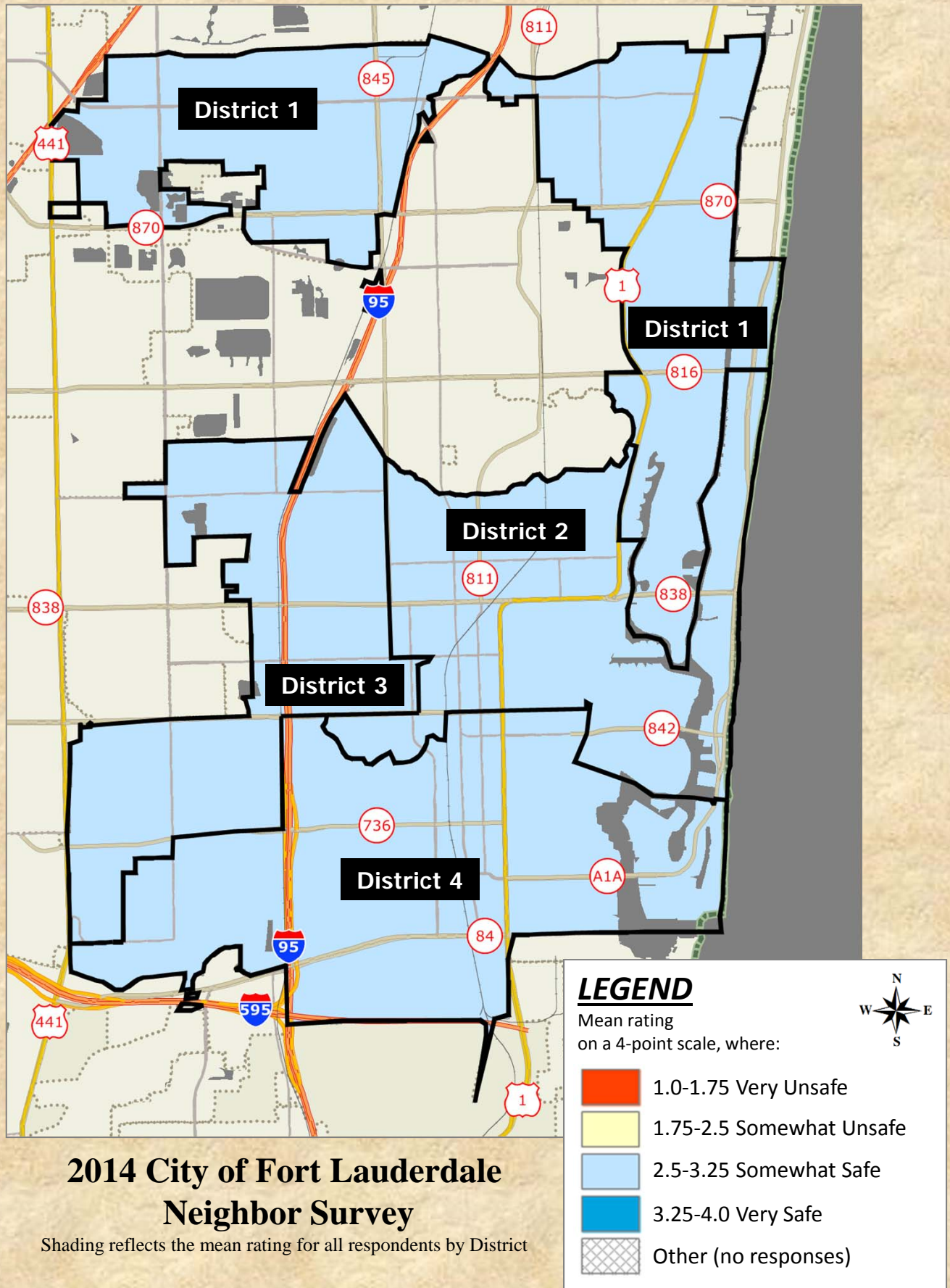


## Q11e. Feeling of safety along the beach corridor

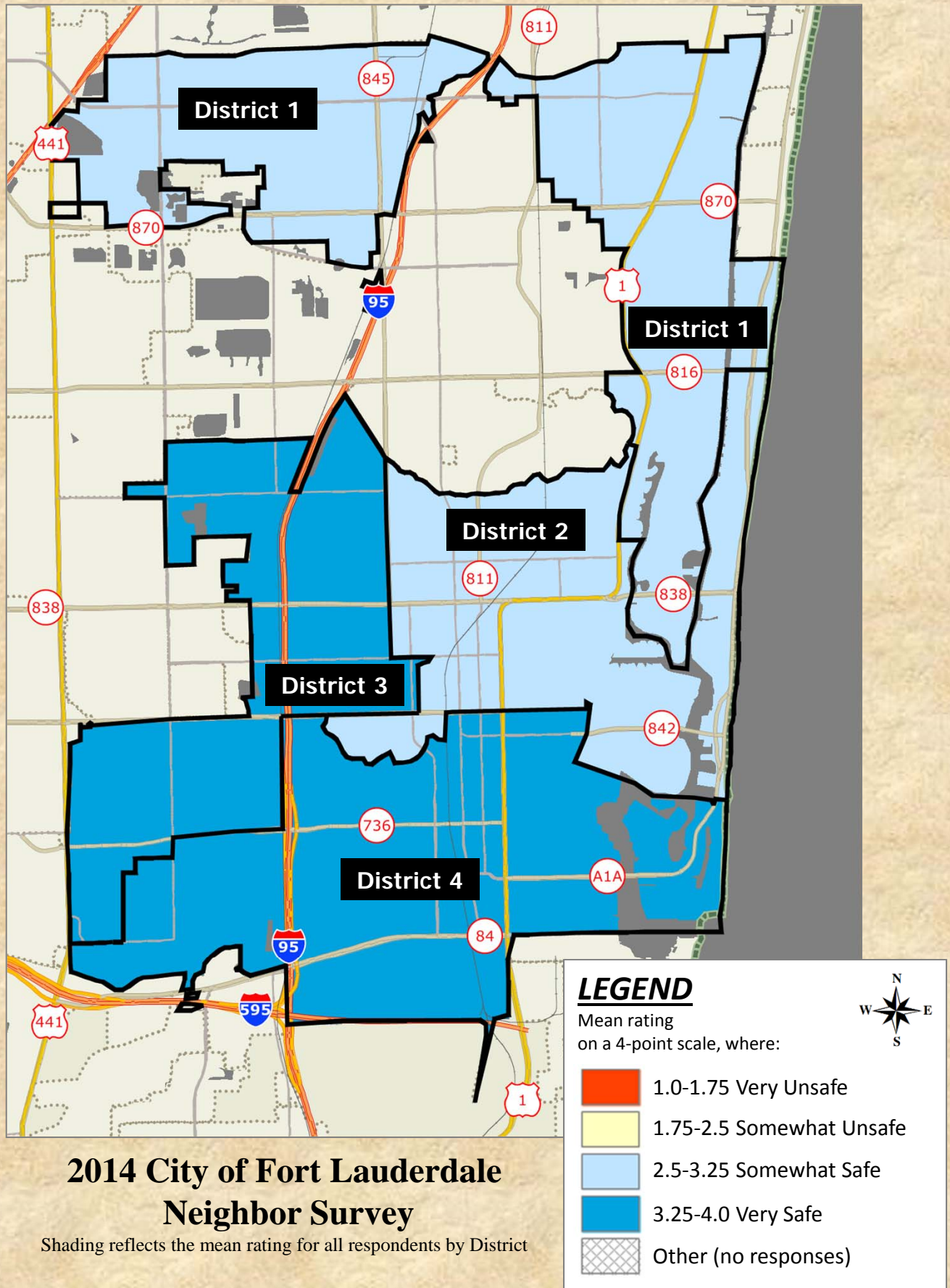




## Q11f. Feeling of safety in the downtown entertainment area

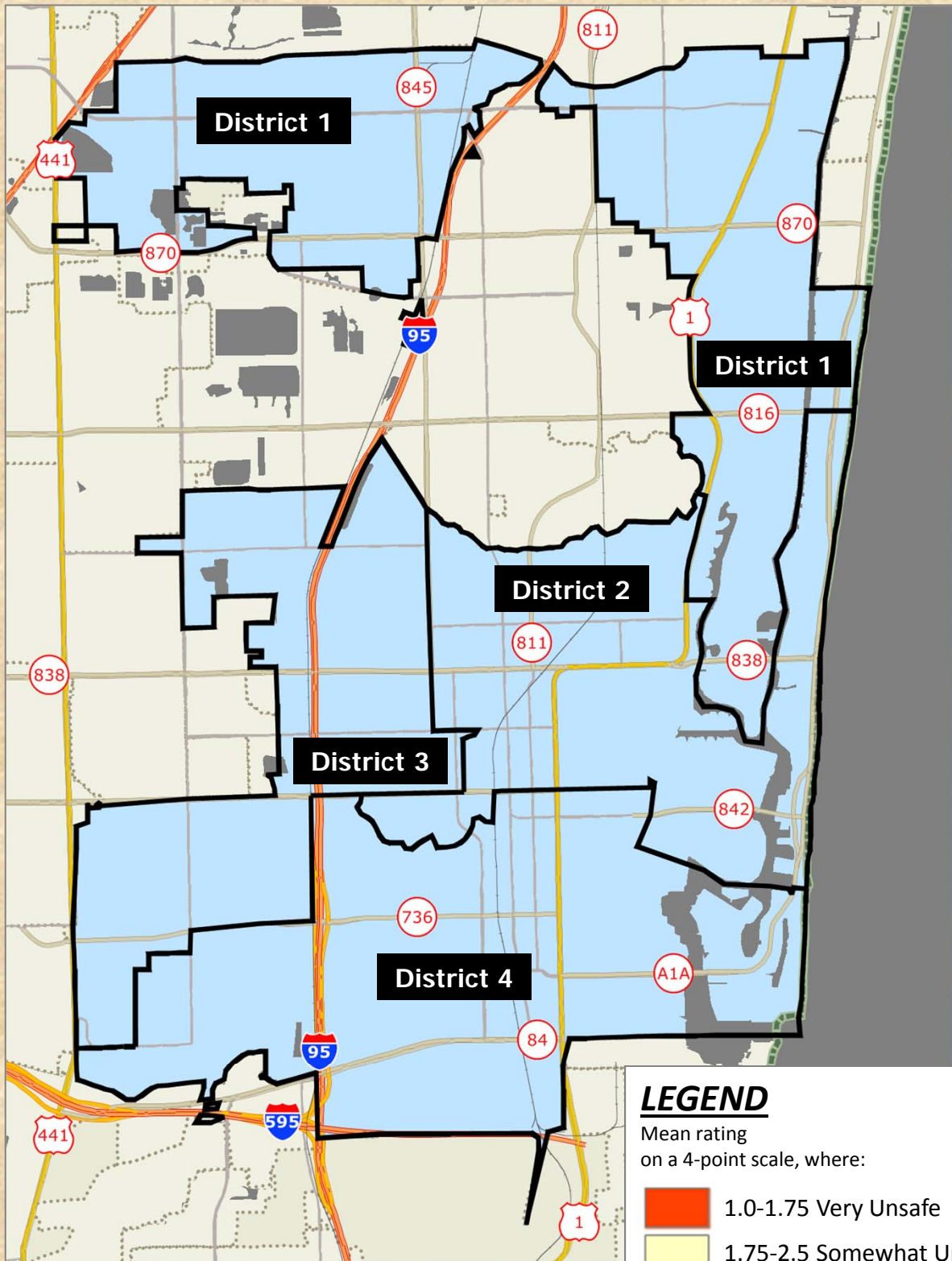


## Q11g. Feeling of safety at special events





## Q11h. Feeling of safety in City parks

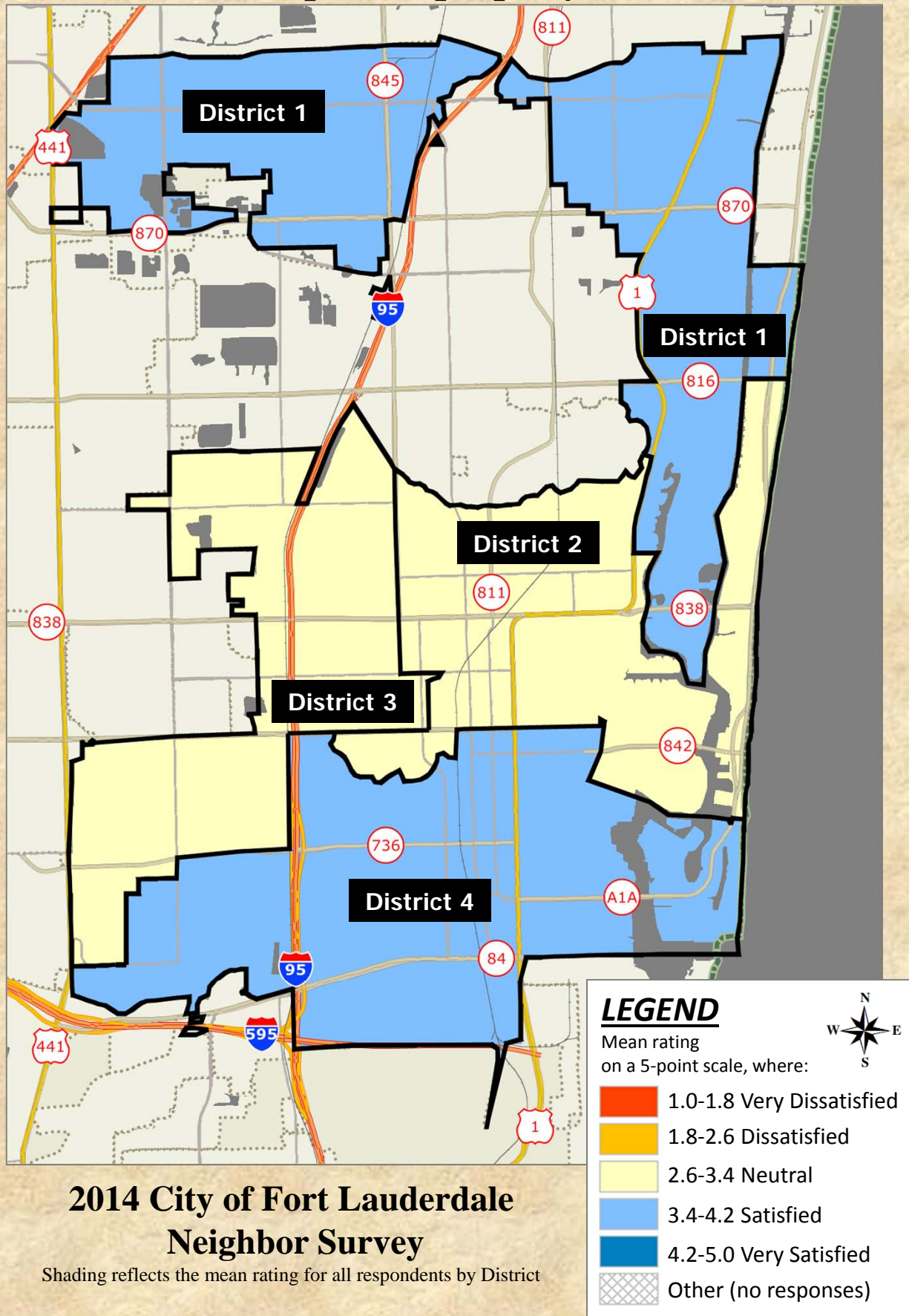


### 2014 City of Fort Lauderdale Neighbor Survey

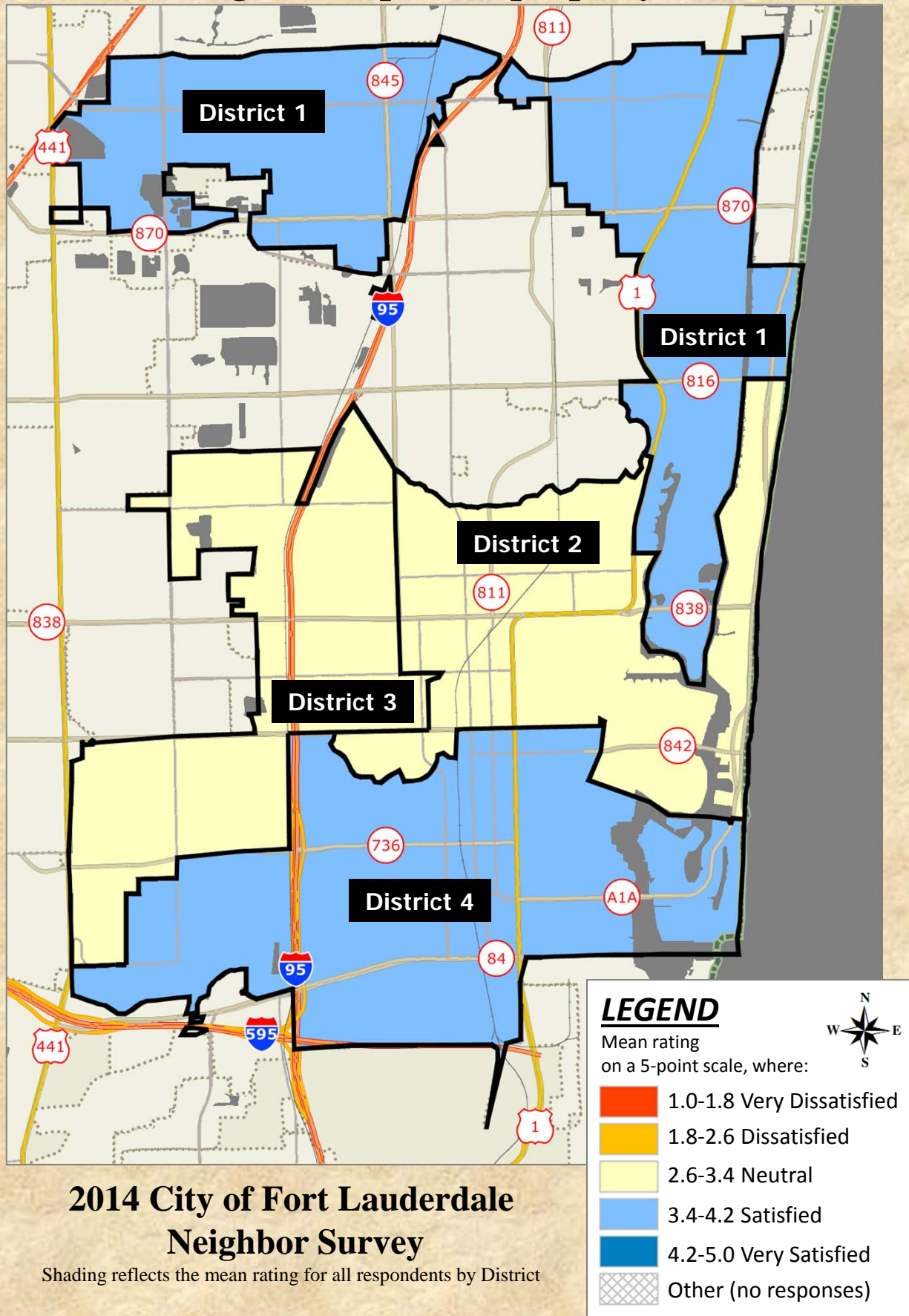
Shading reflects the mean rating for all respondents by District



## Q12a. Satisfaction with the cleanup of litter and debris on private property

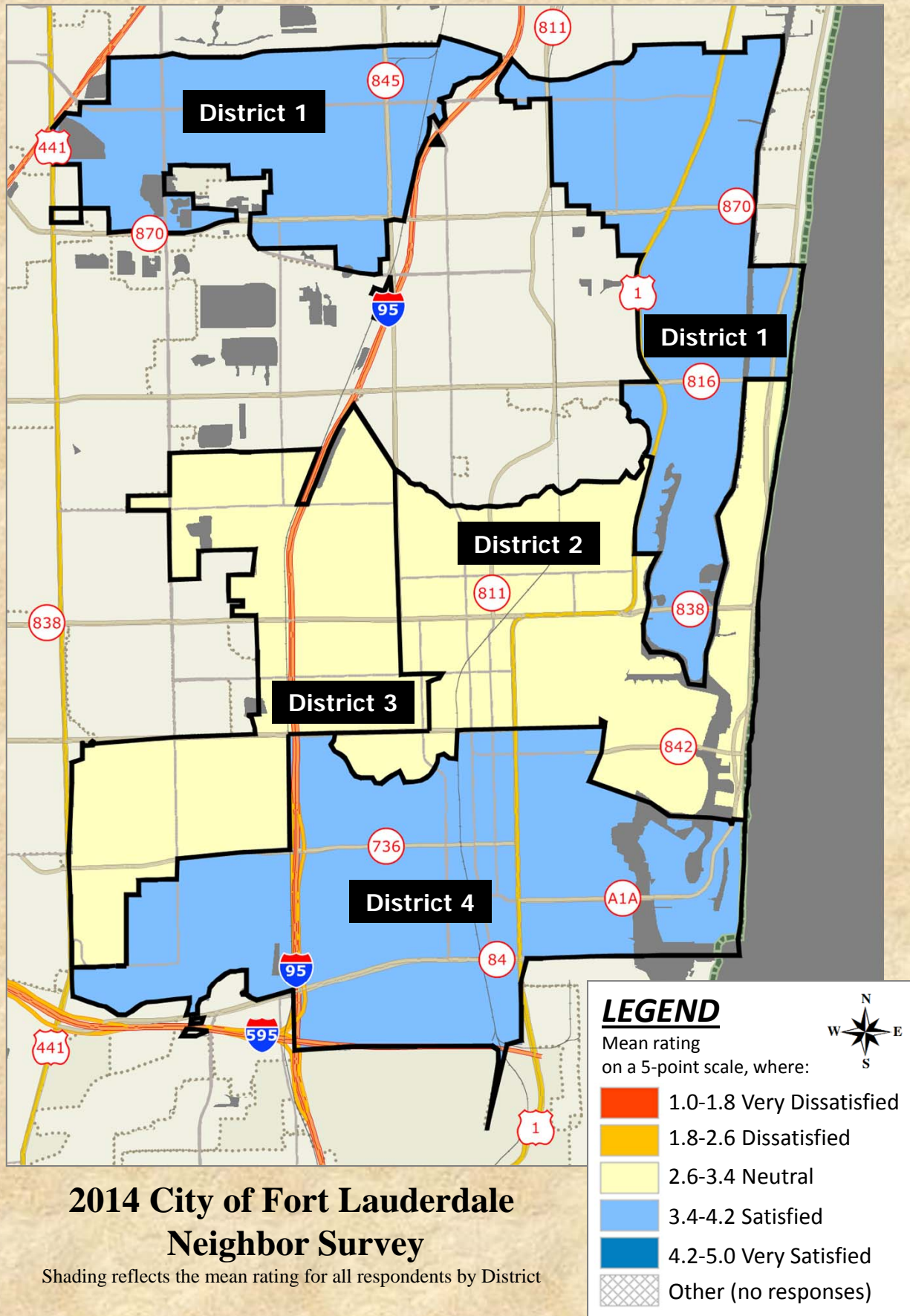


## Q12b. Satisfaction with the mowing and cutting of weeds and grass on private property



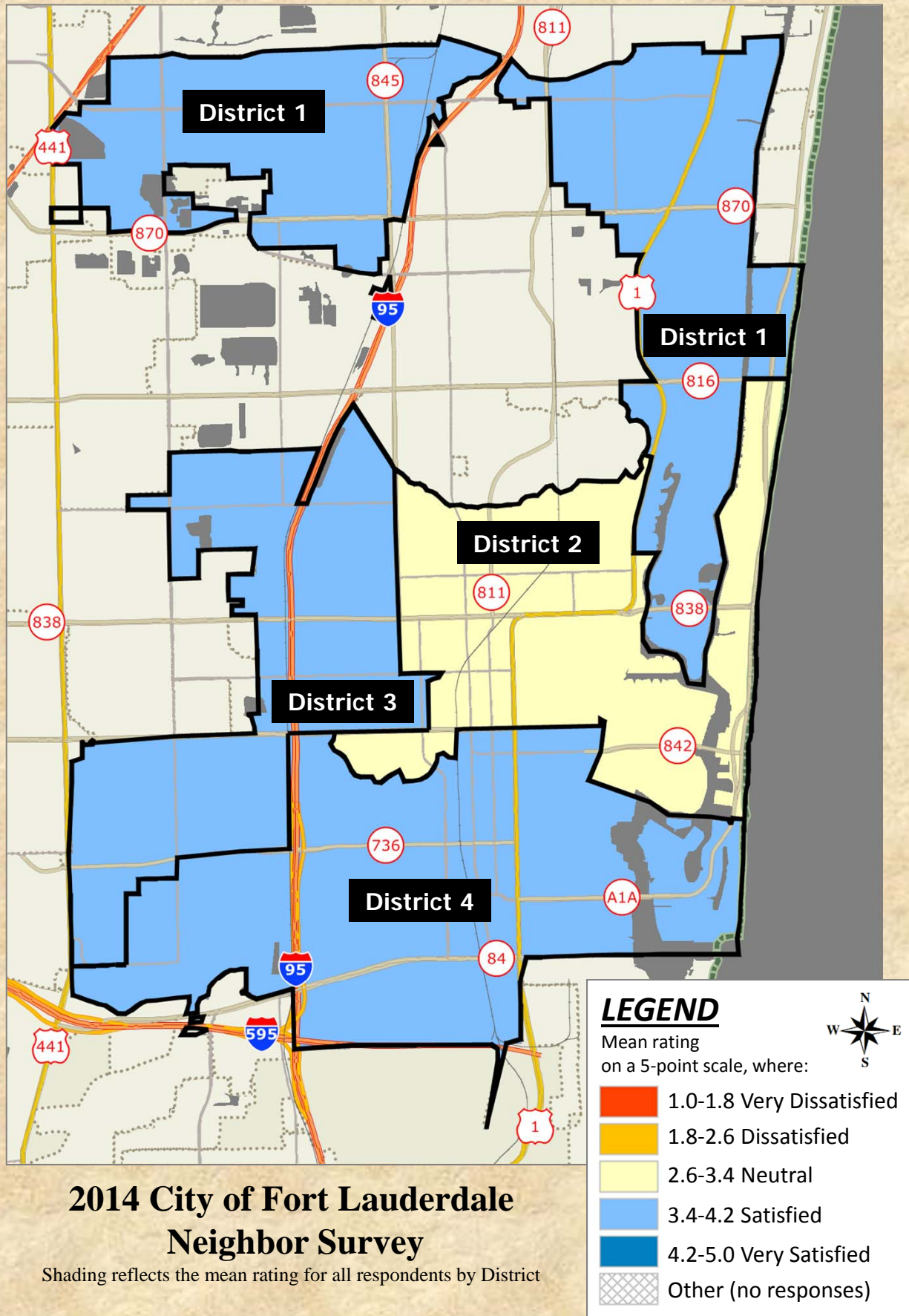


## Q12c. Satisfaction with the maintenance of residential property

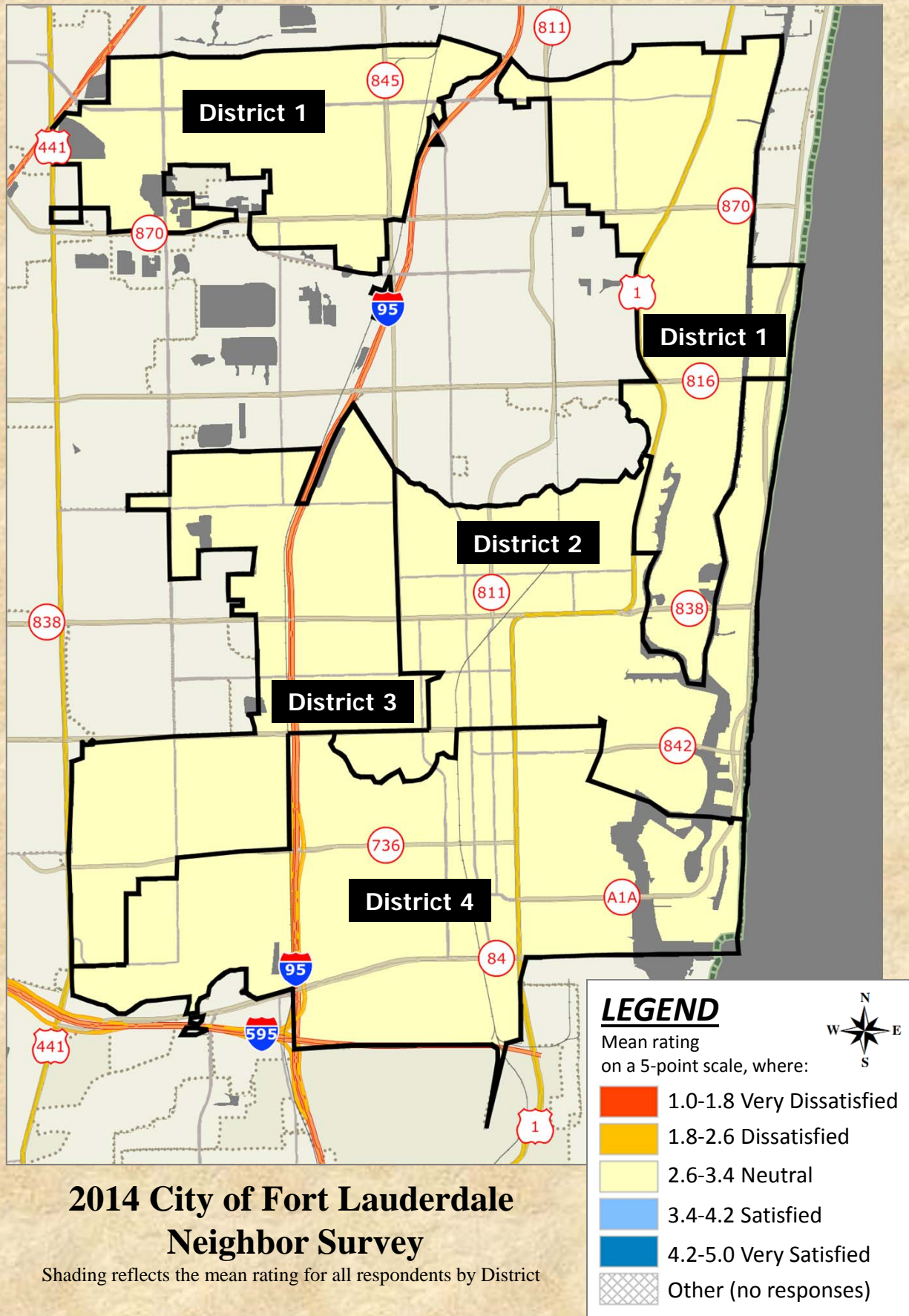




## Q12d. Satisfaction with the maintenance of business property

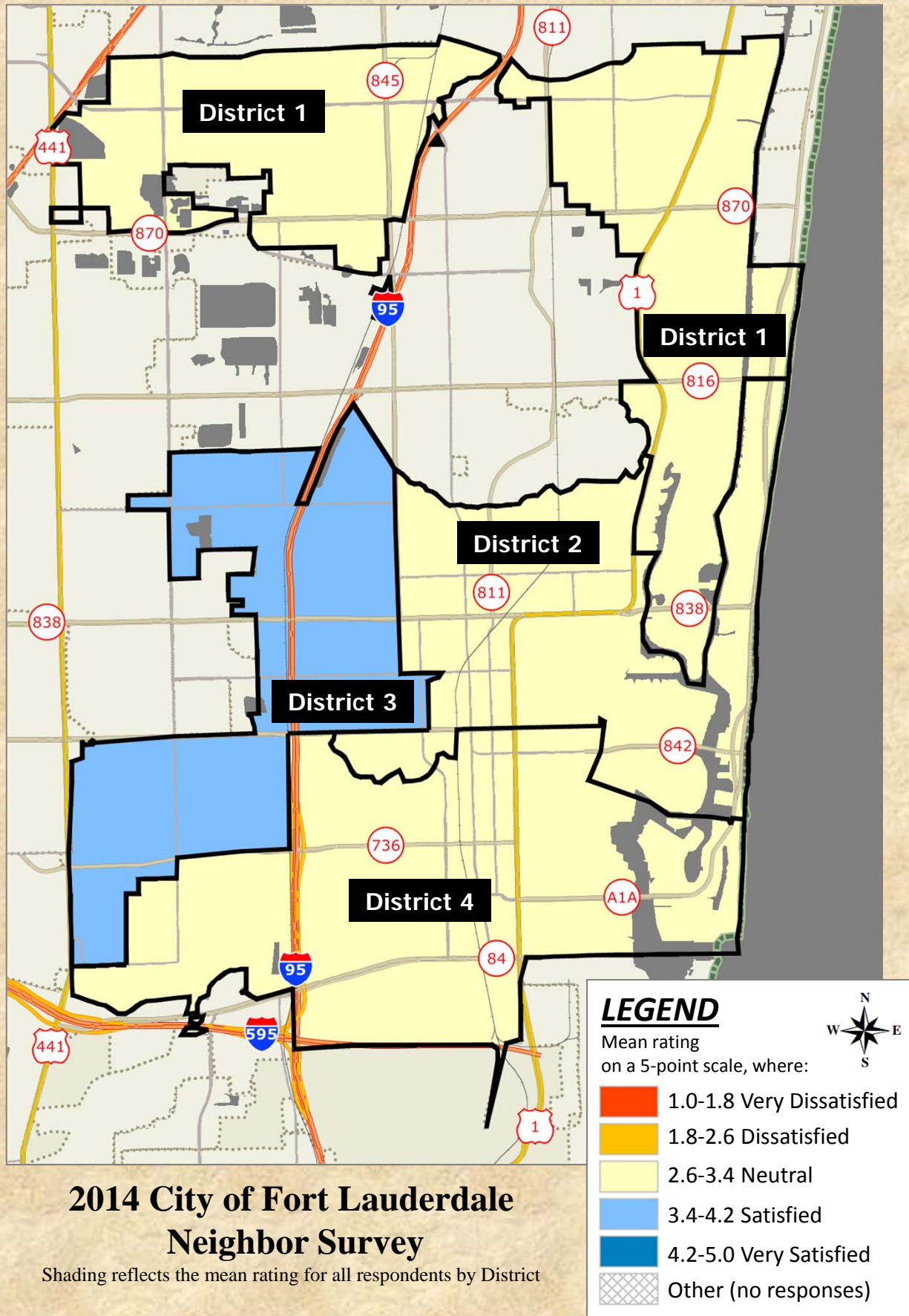


## Q13a. Satisfaction with the ease of obtaining permits for construction or renovation



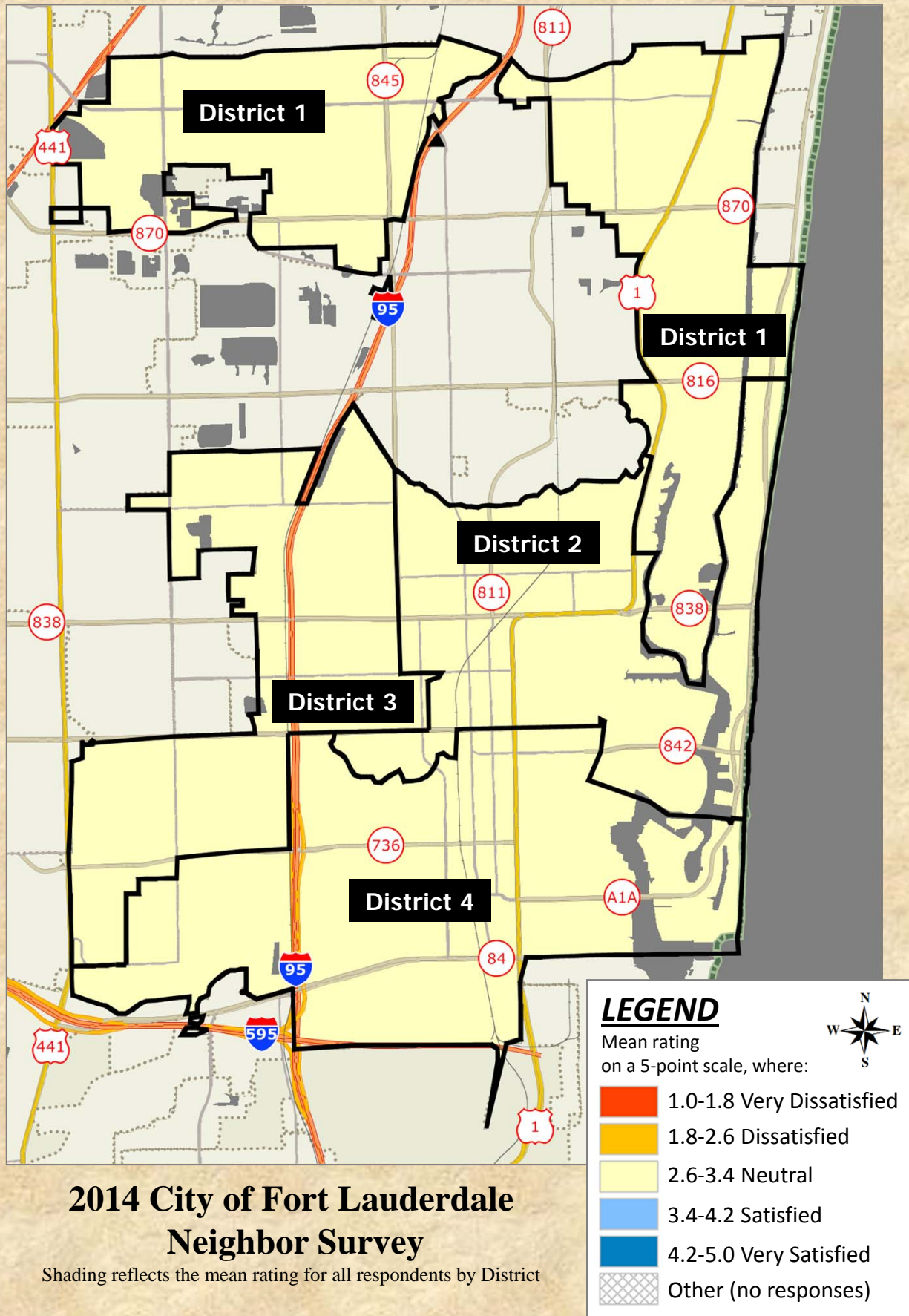


## Q13b. Satisfaction with the ease of conducting inspections for construction or renovation

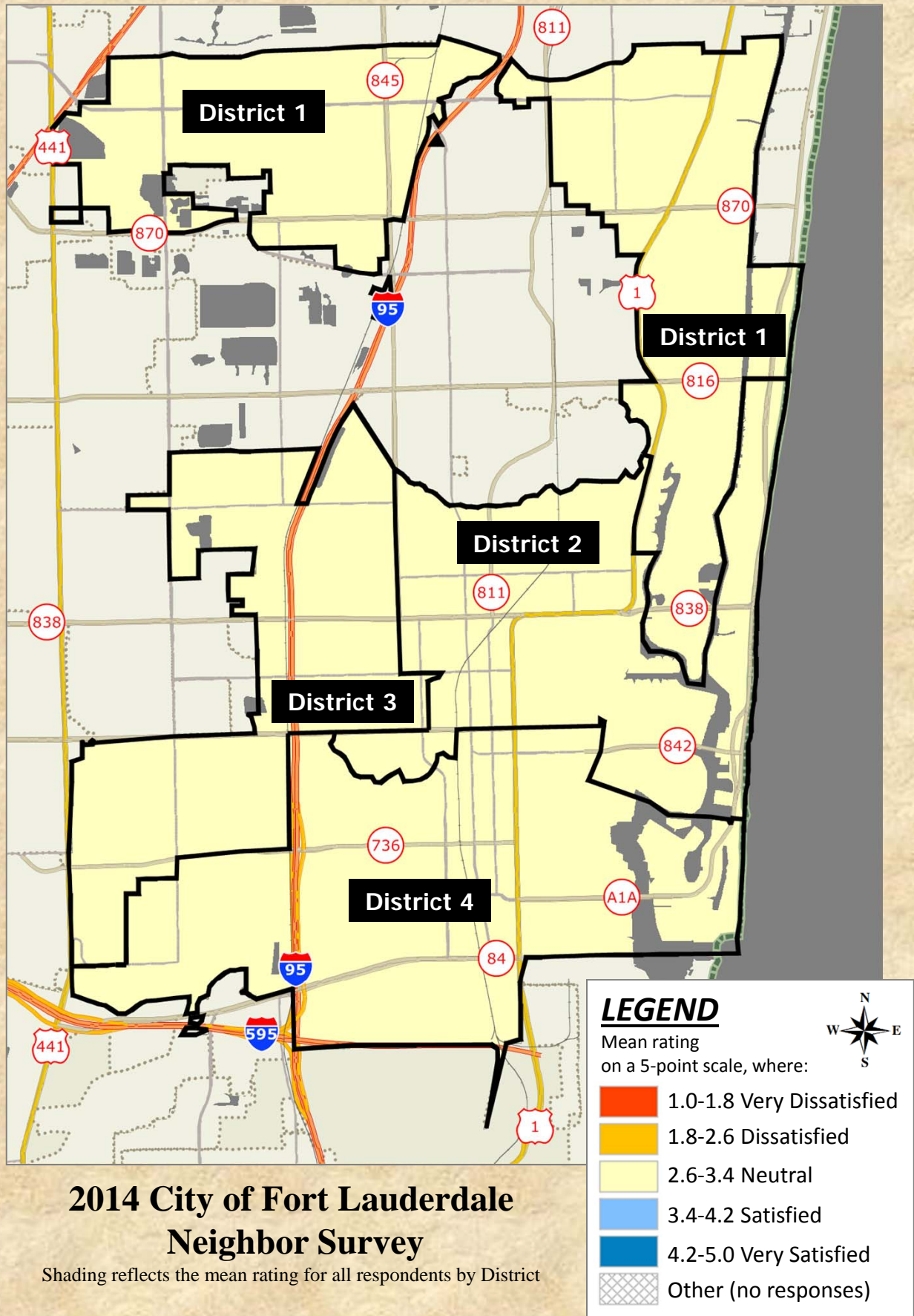




## Q13c. Satisfaction with the effectiveness of City efforts to revitalize low-income areas

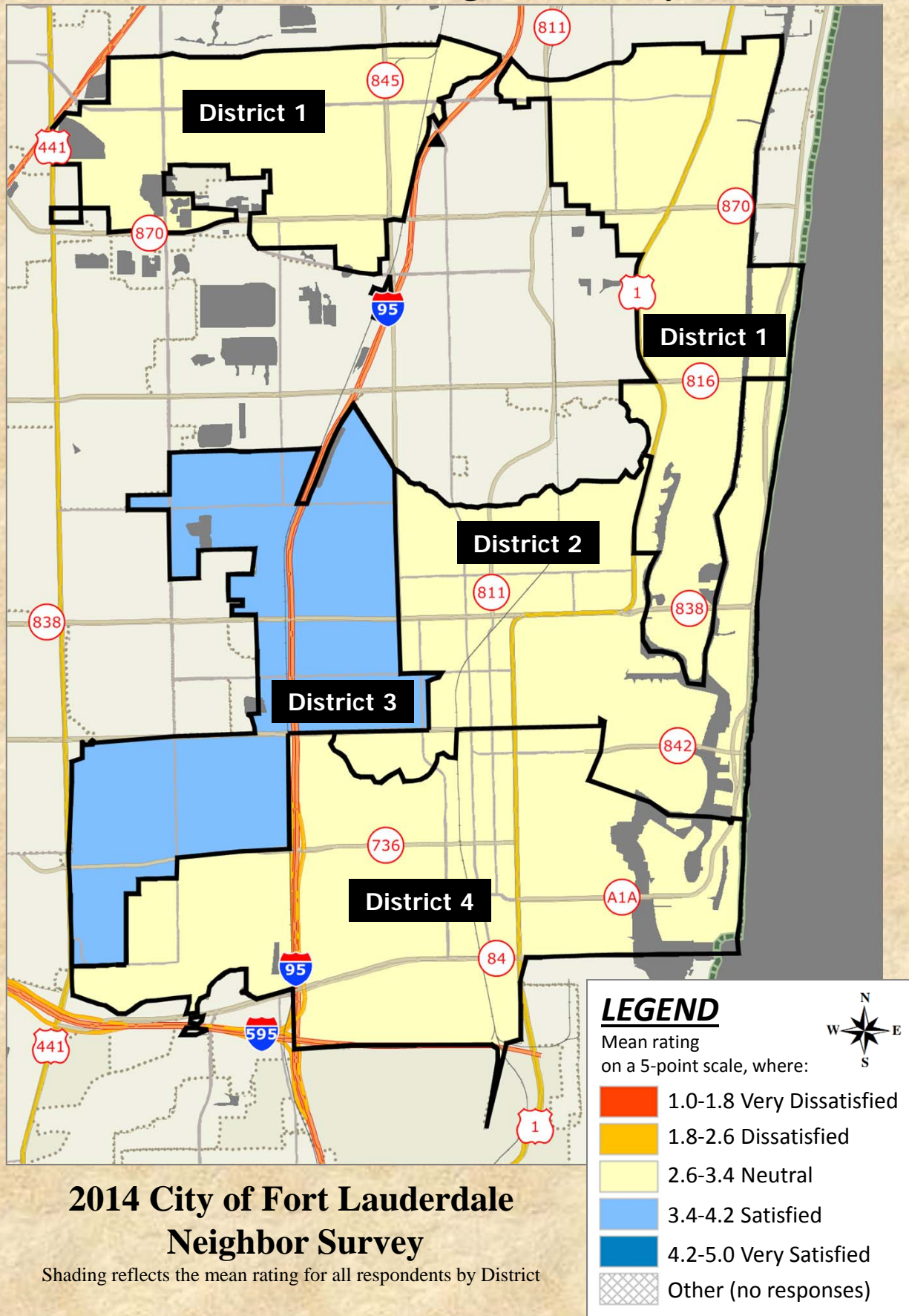


## Q13d. Satisfaction with the ease of obtaining permits for sustainable construction



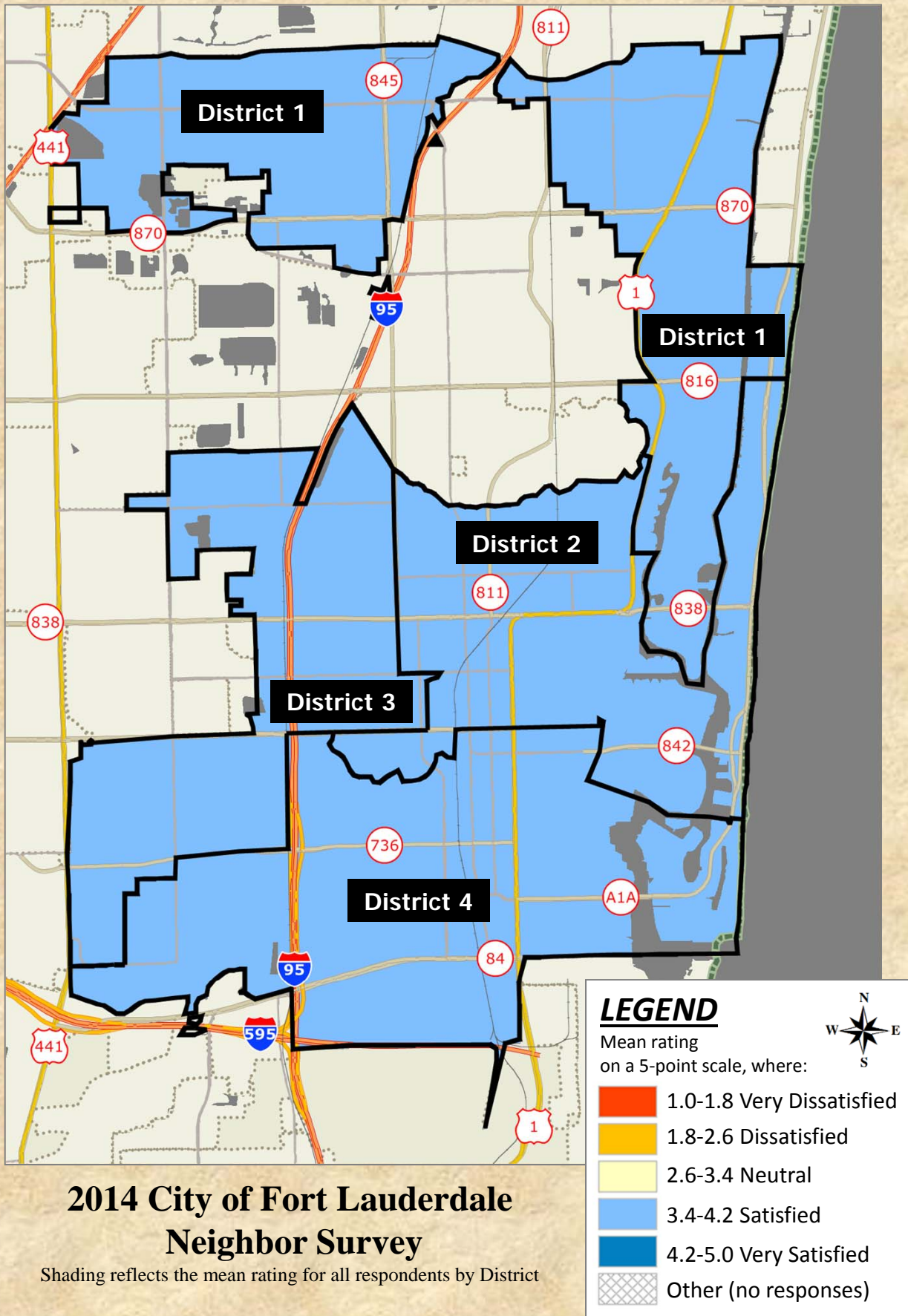


## Q13e. Satisfaction with City support of the preservation of historic buildings in the City

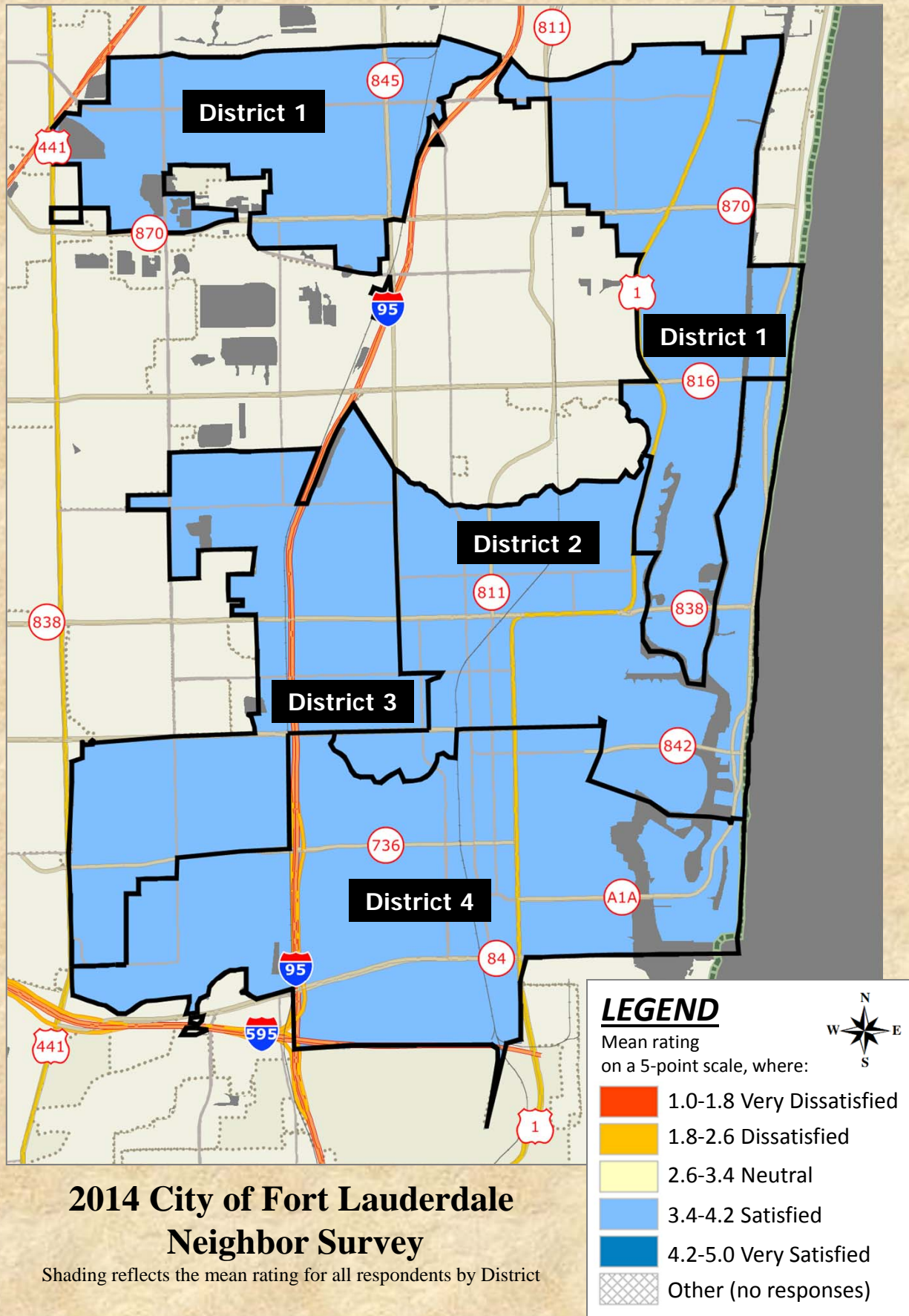




## Q14a. Satisfaction with maintenance of City parks

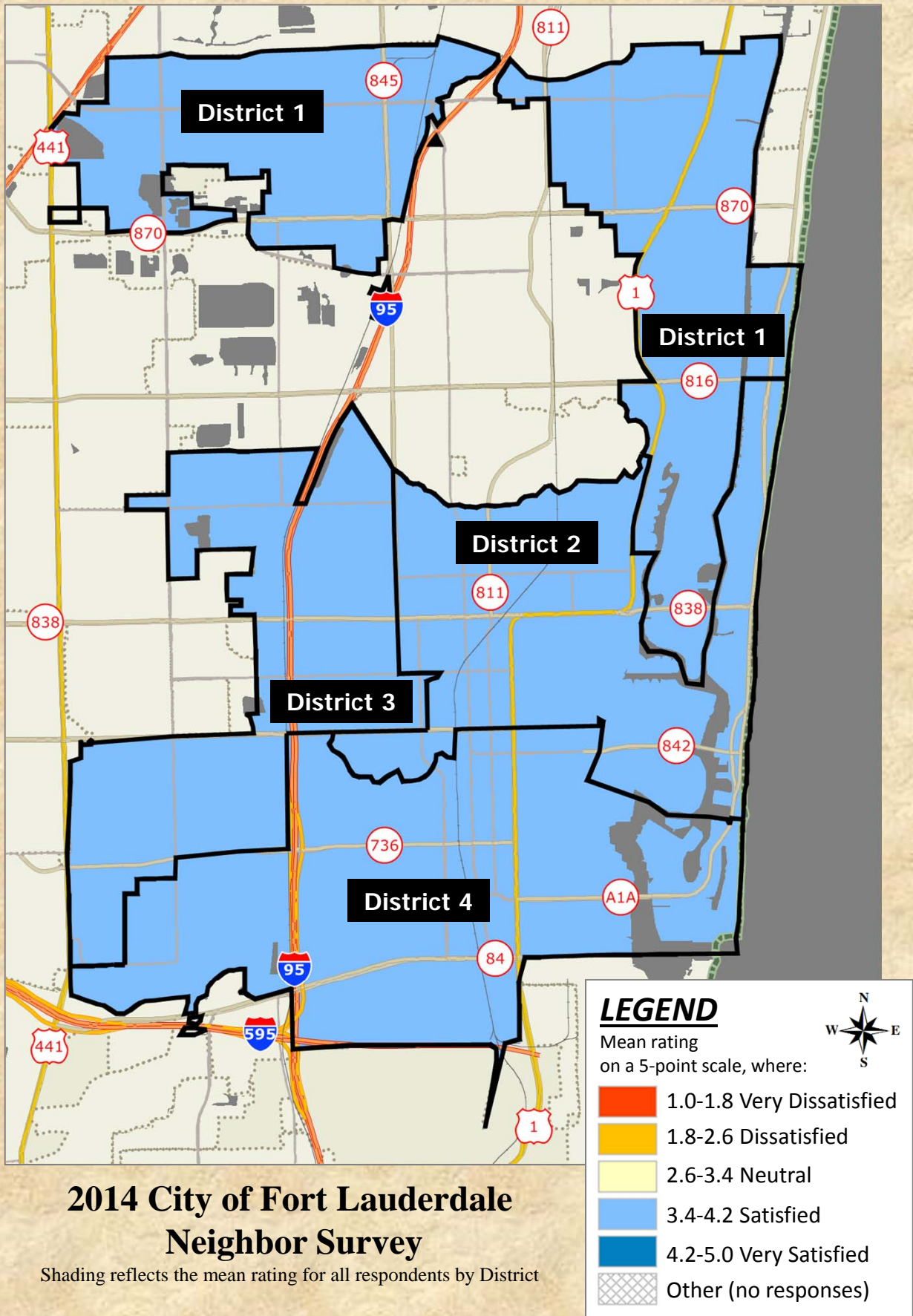


## Q14b. Satisfaction with proximity of home to City parks



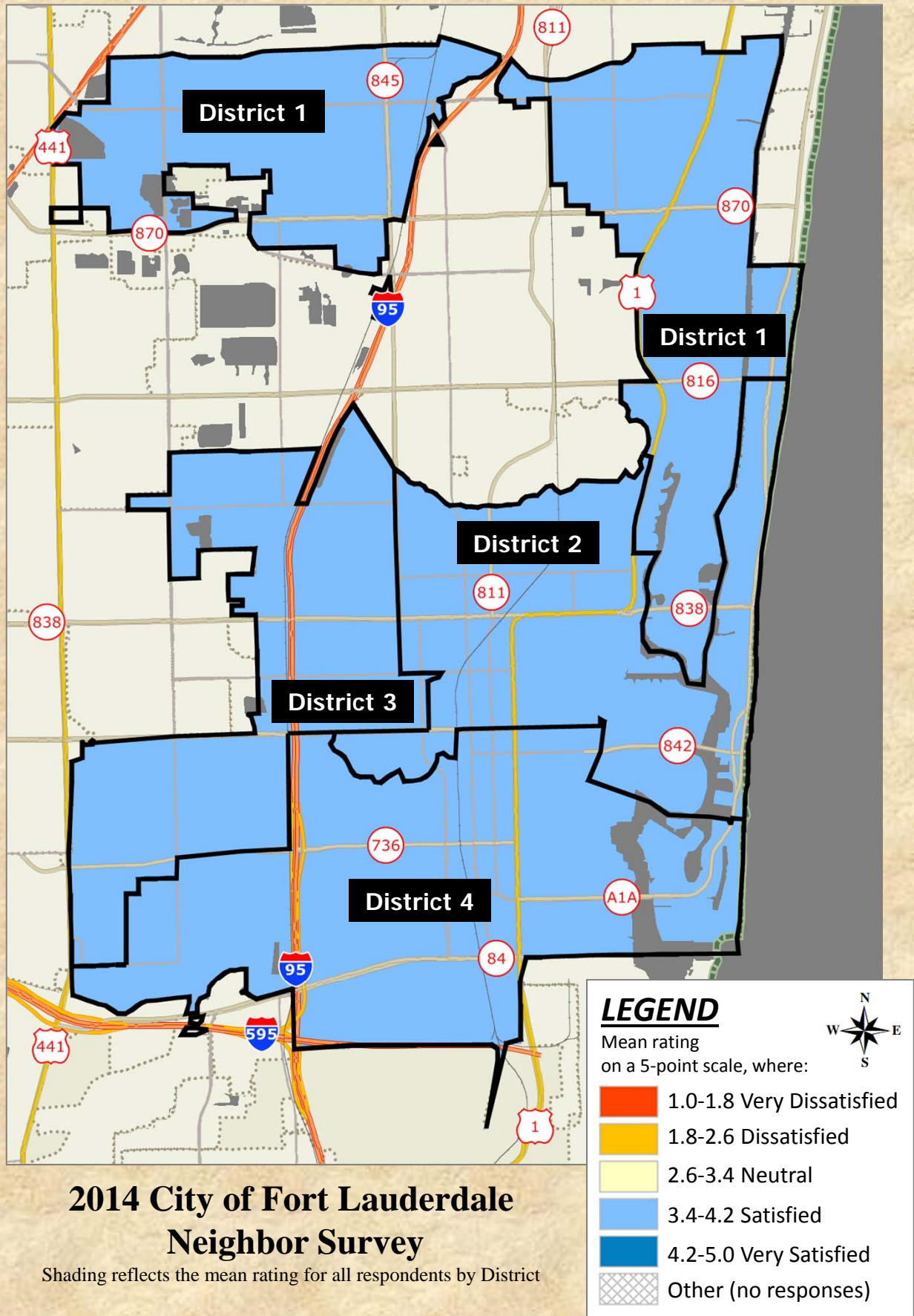


## Q14c. Satisfaction with quality of athletic fields

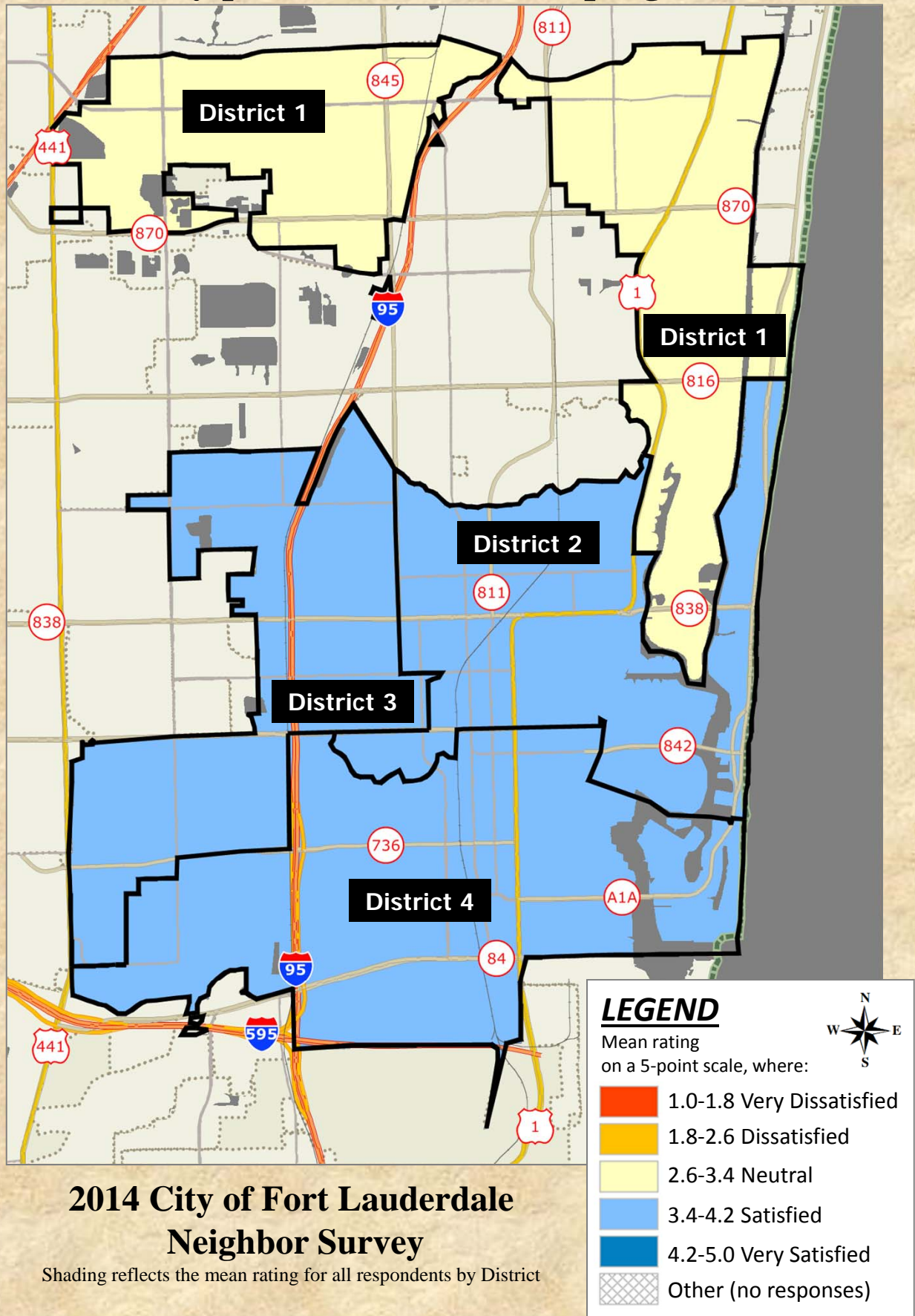




## Q14d. Satisfaction with quantity of athletic fields

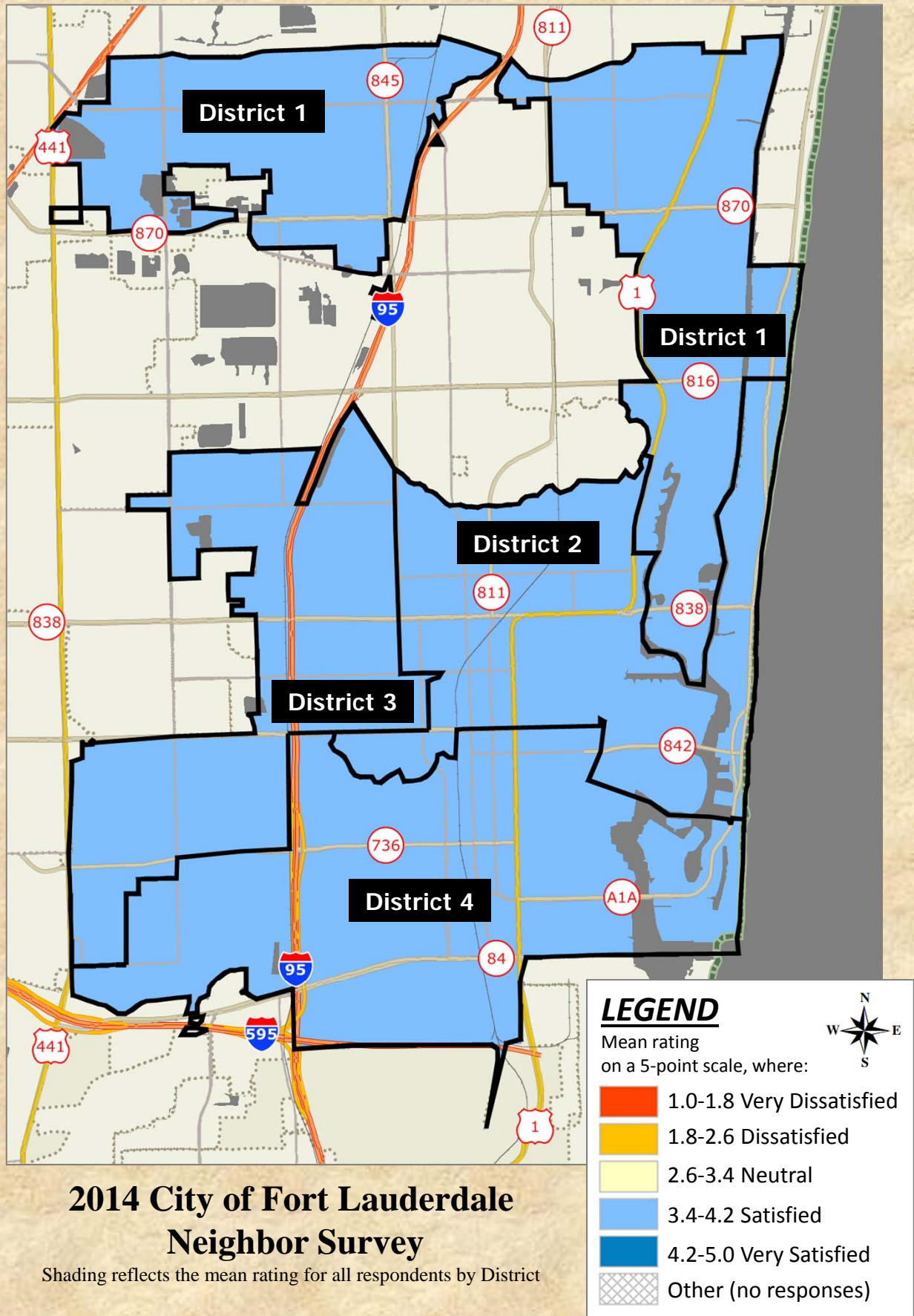


## Q14e. Satisfaction with availability of information about City parks and recreation programs



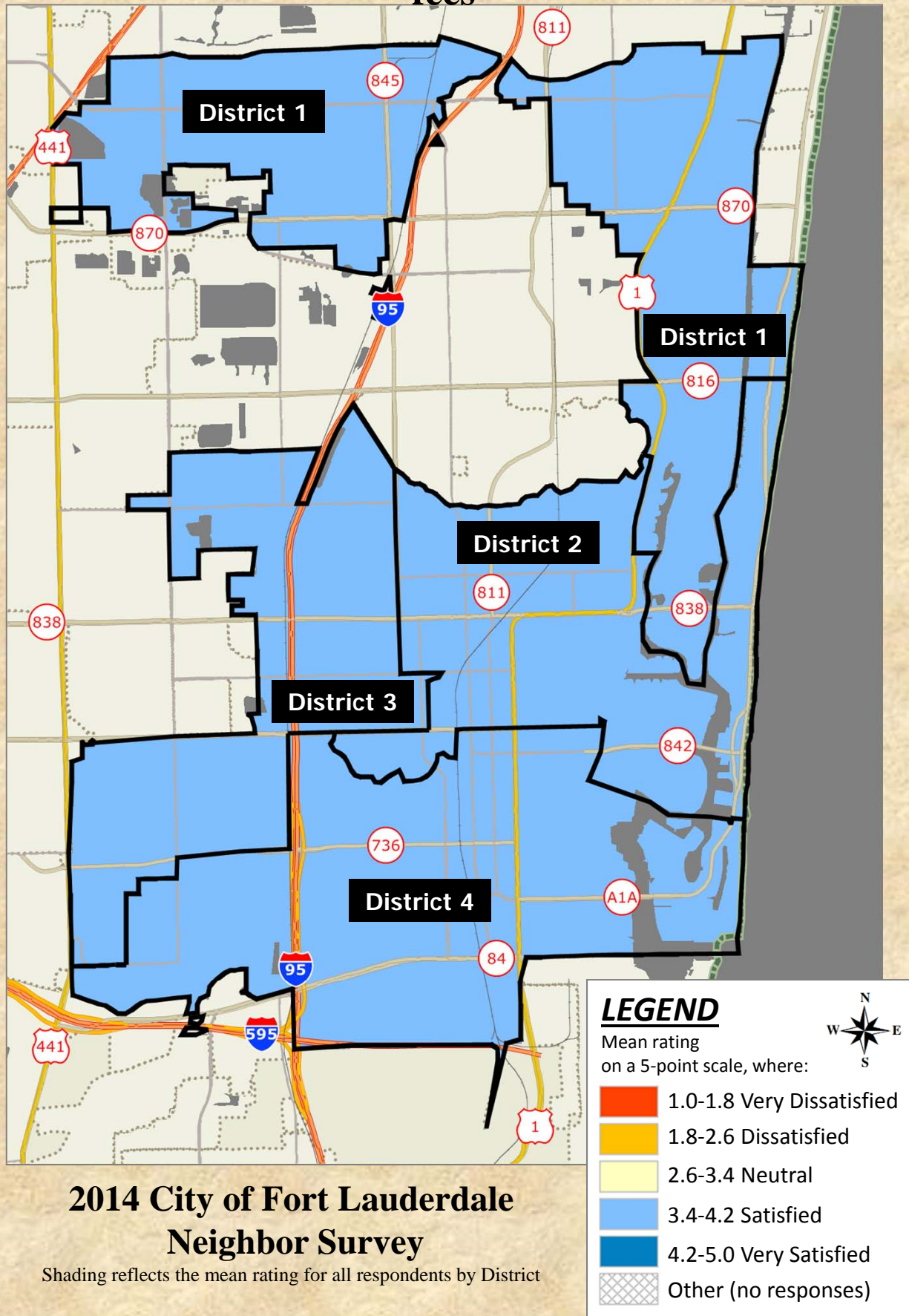


## Q14f. Satisfaction with variety of parks programs

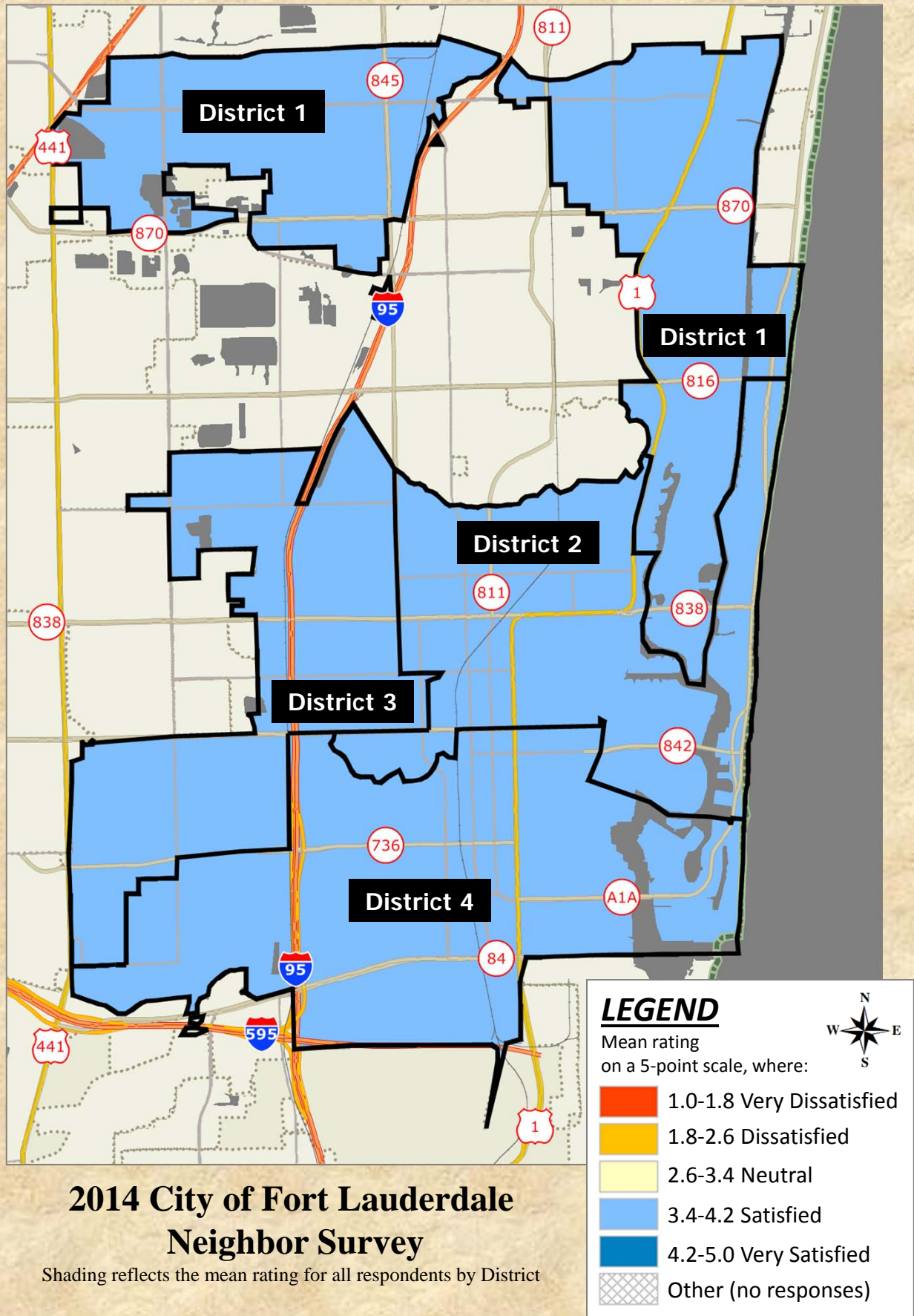




## Q14g. Satisfaction with cost of parks programs and facility fees

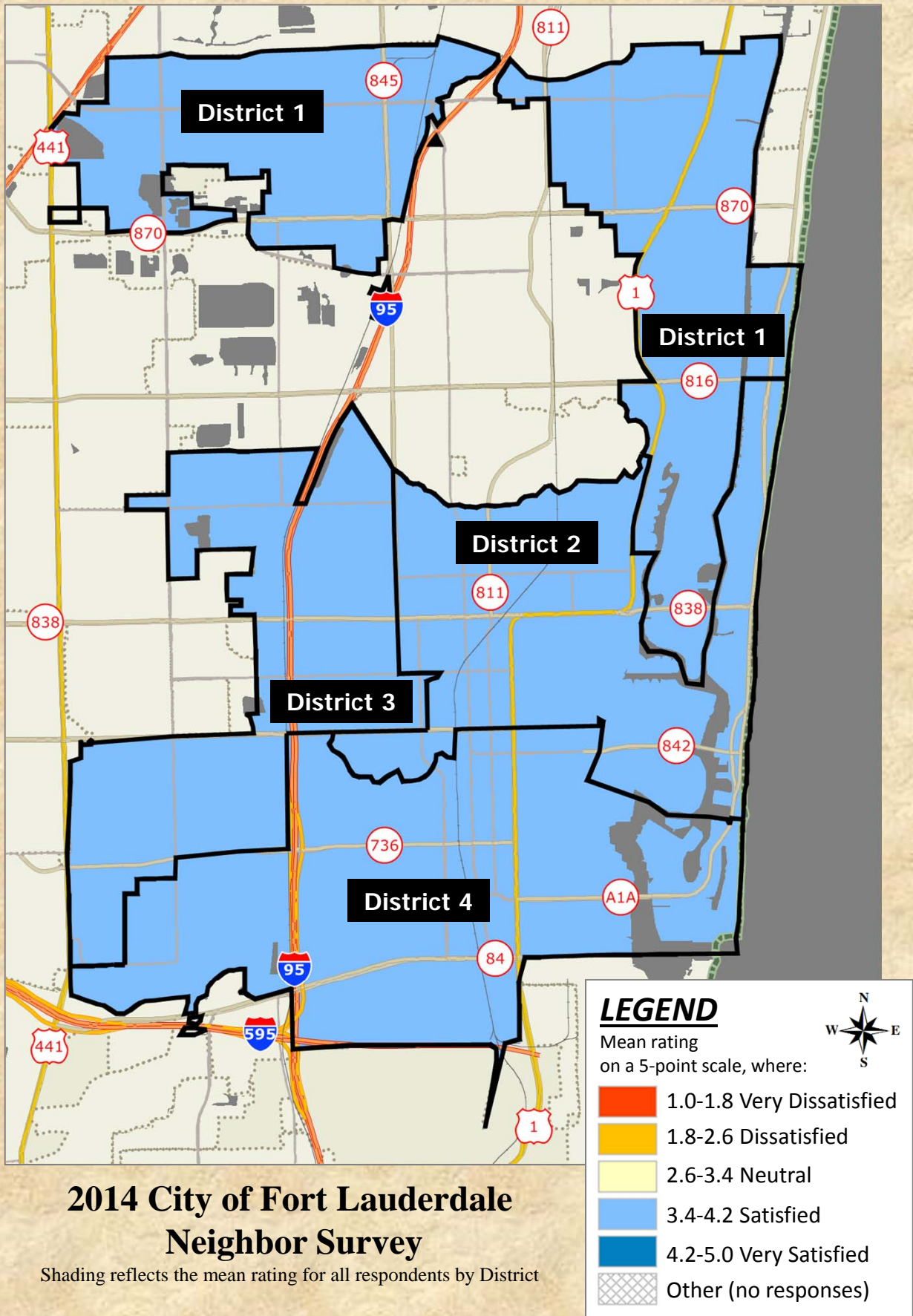


## Q14h. Satisfaction with city youth recreation programs



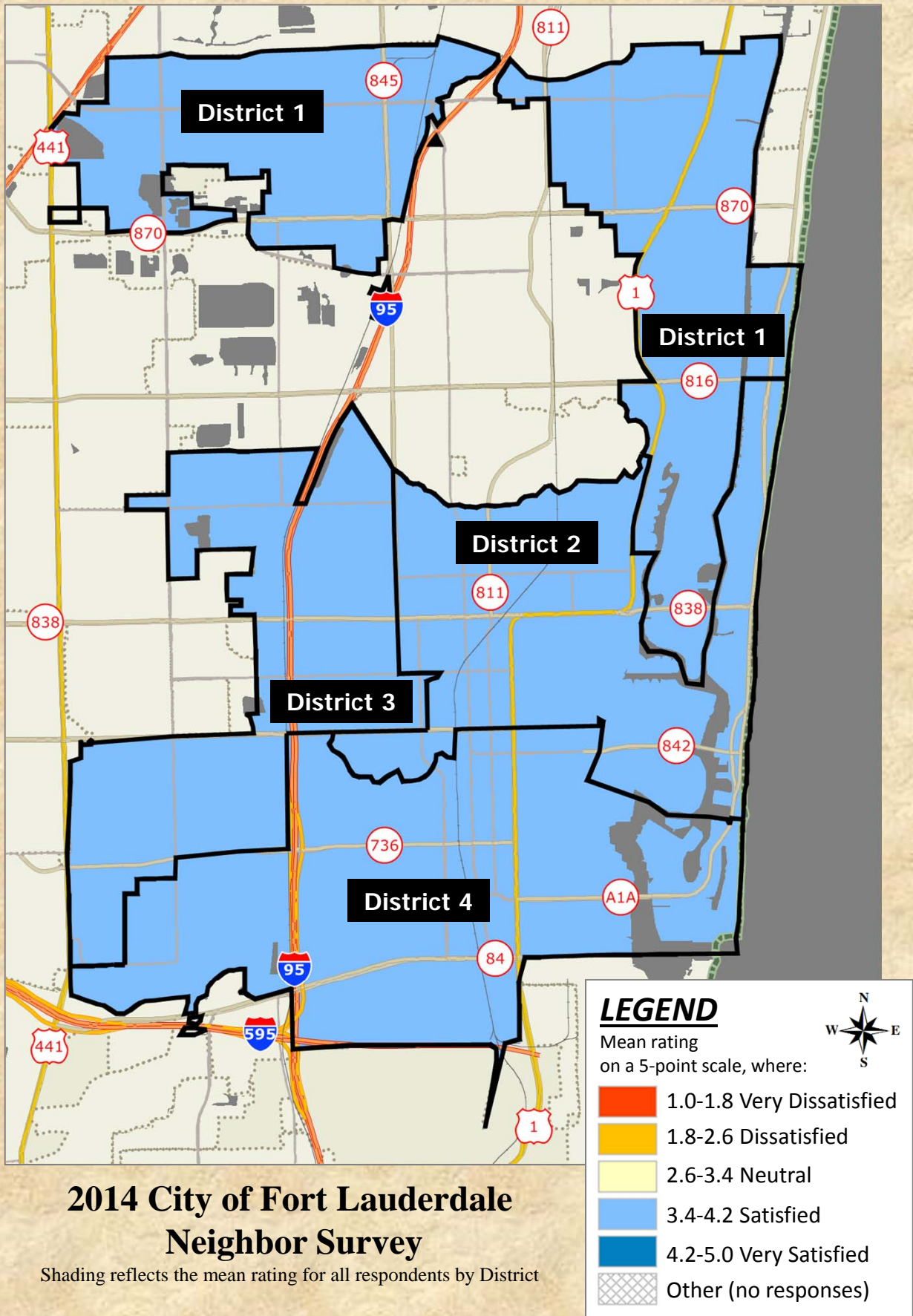


## Q14i. Satisfaction with city adult recreation programs

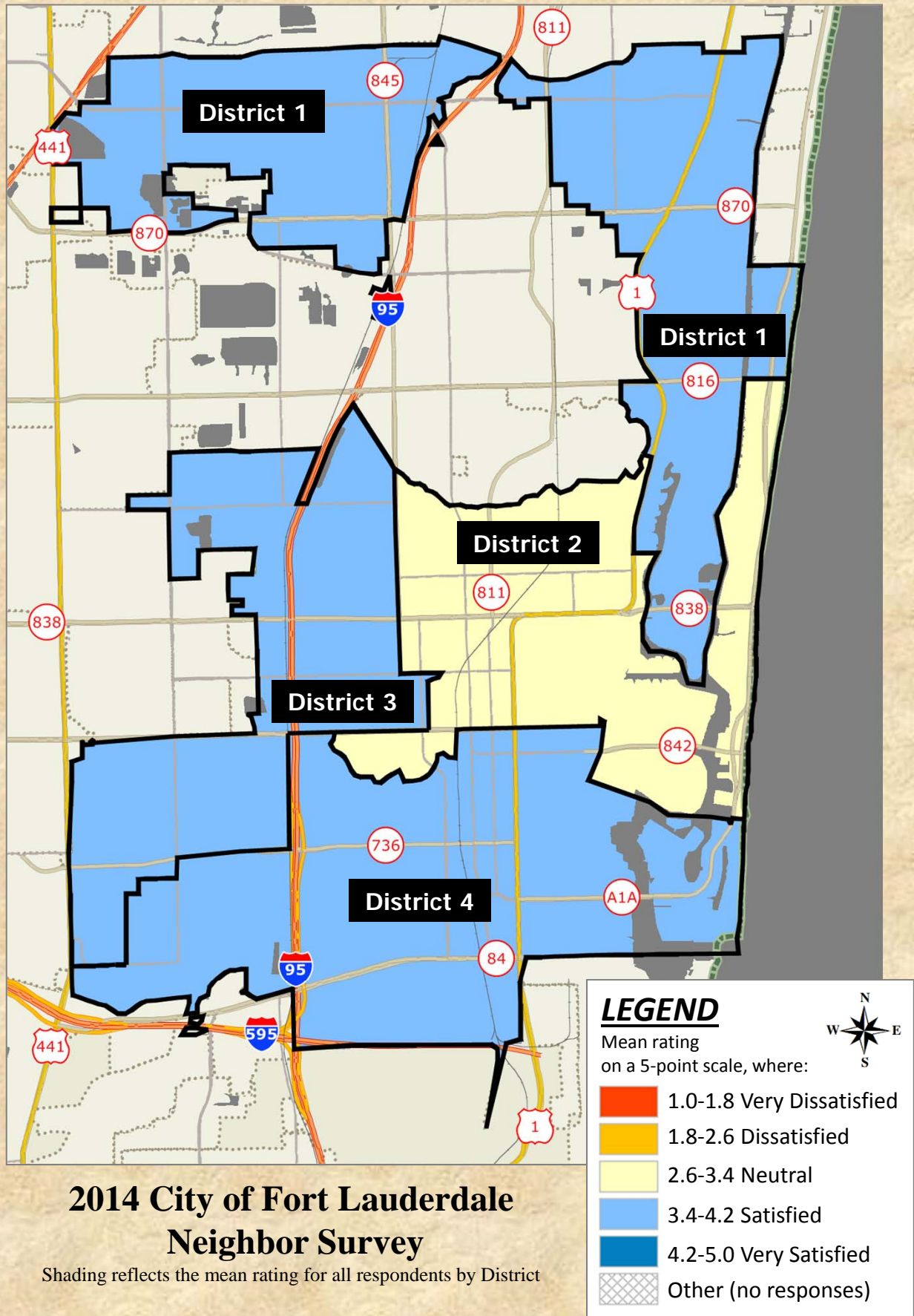




## Q14j. Satisfaction with quality of special events

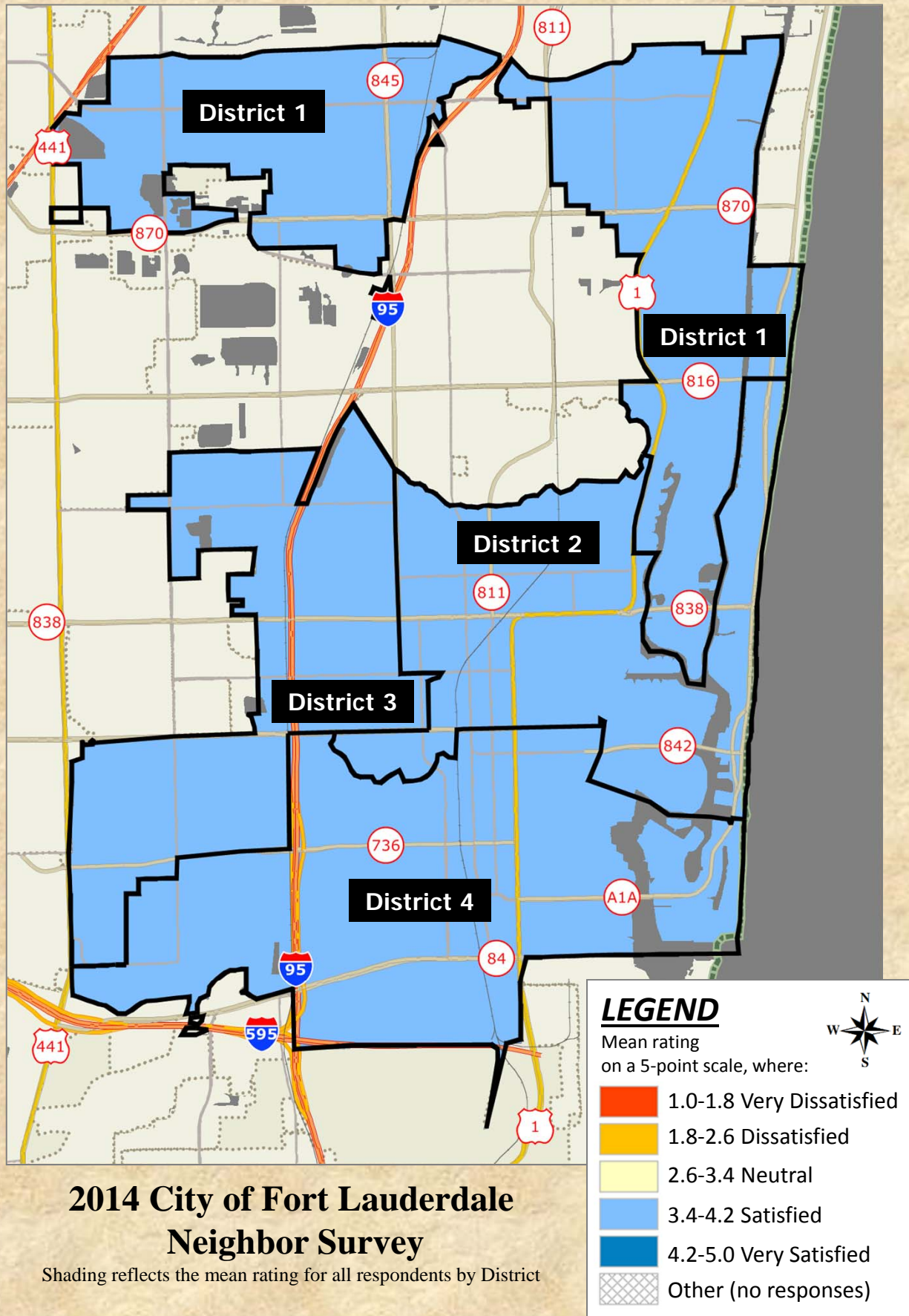


## Q14k. Satisfaction with amount of special events



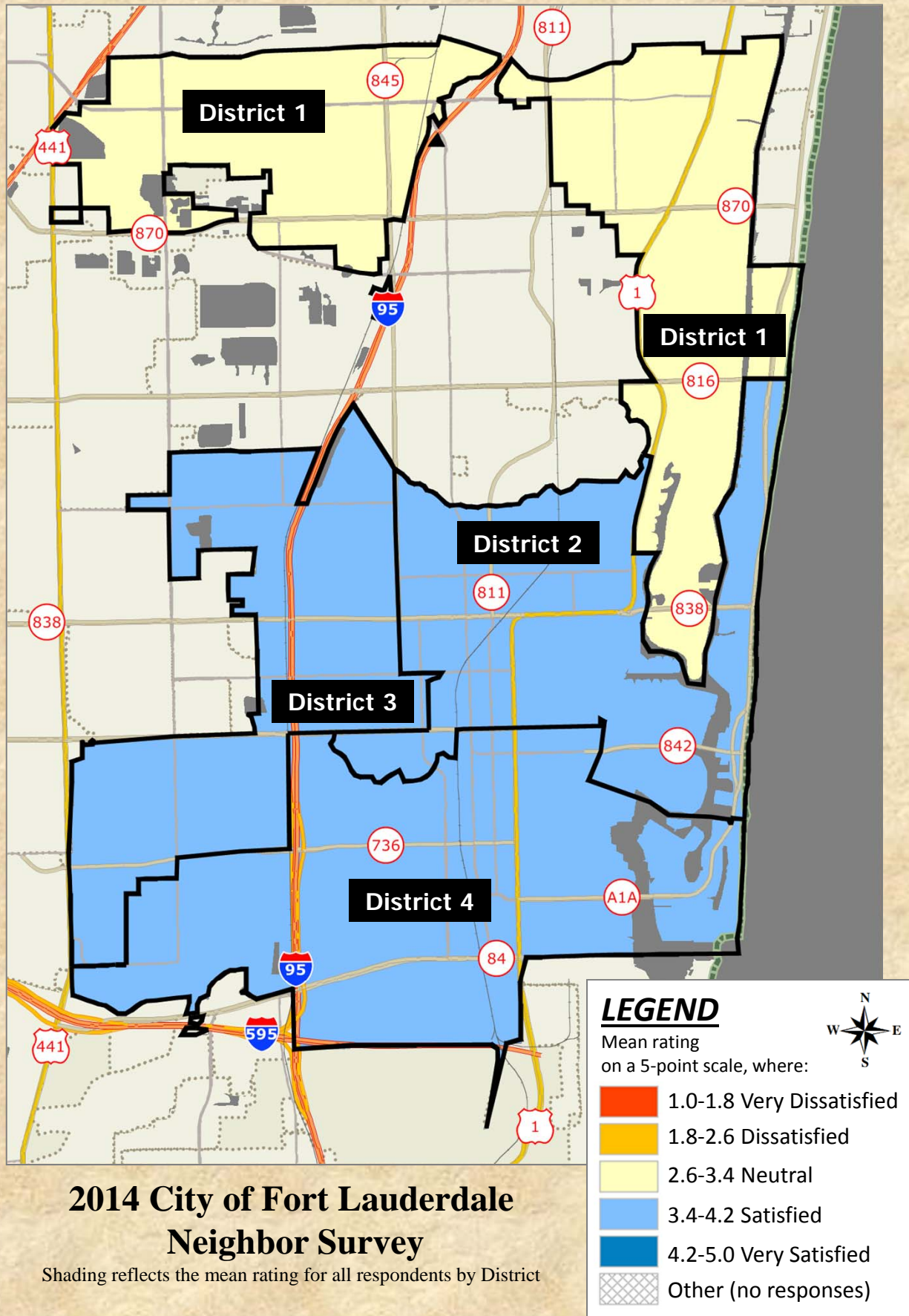


## Q14l. Satisfaction with ease of registering for parks programs

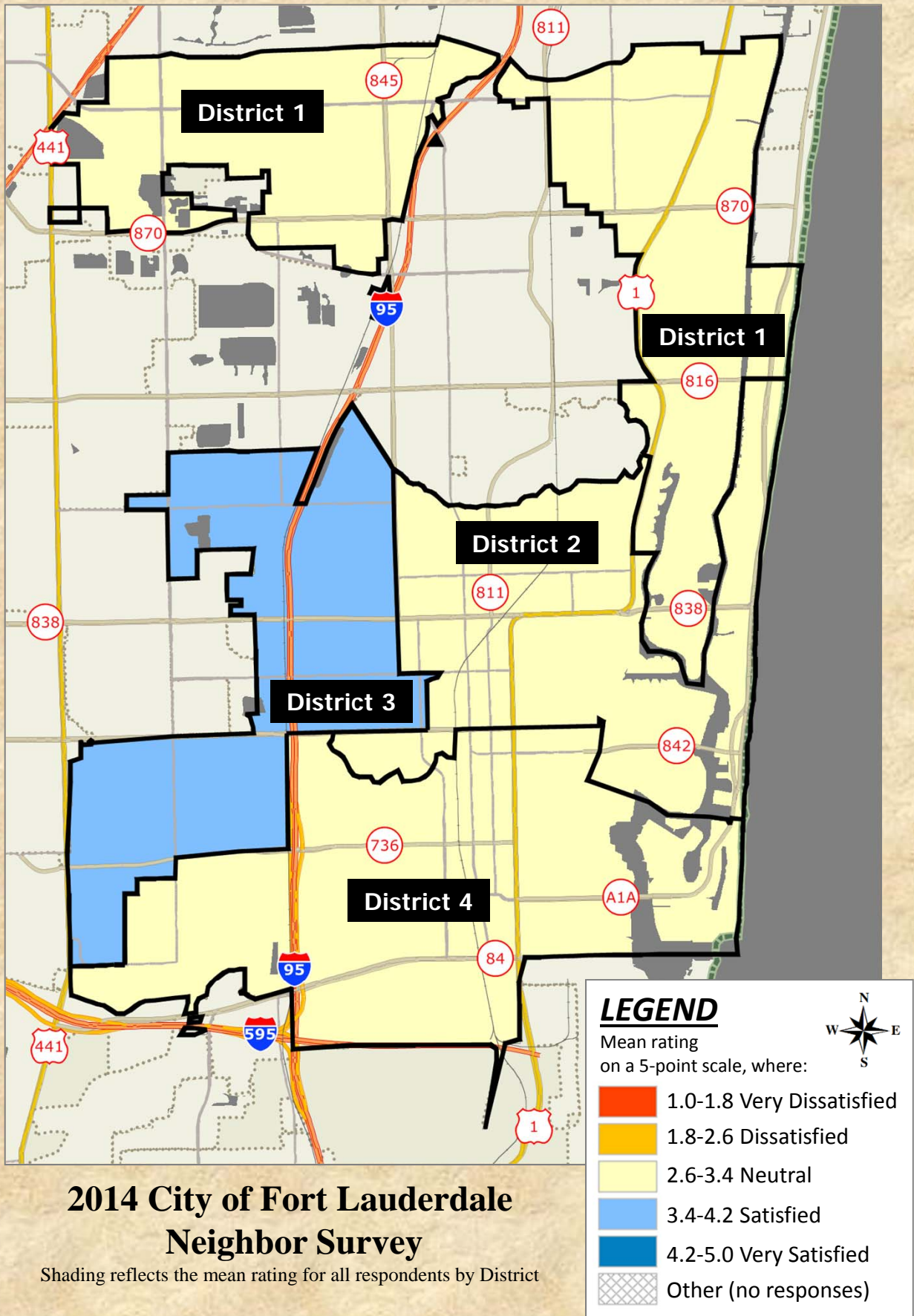




## Q14m. Satisfaction with availability of green space near home

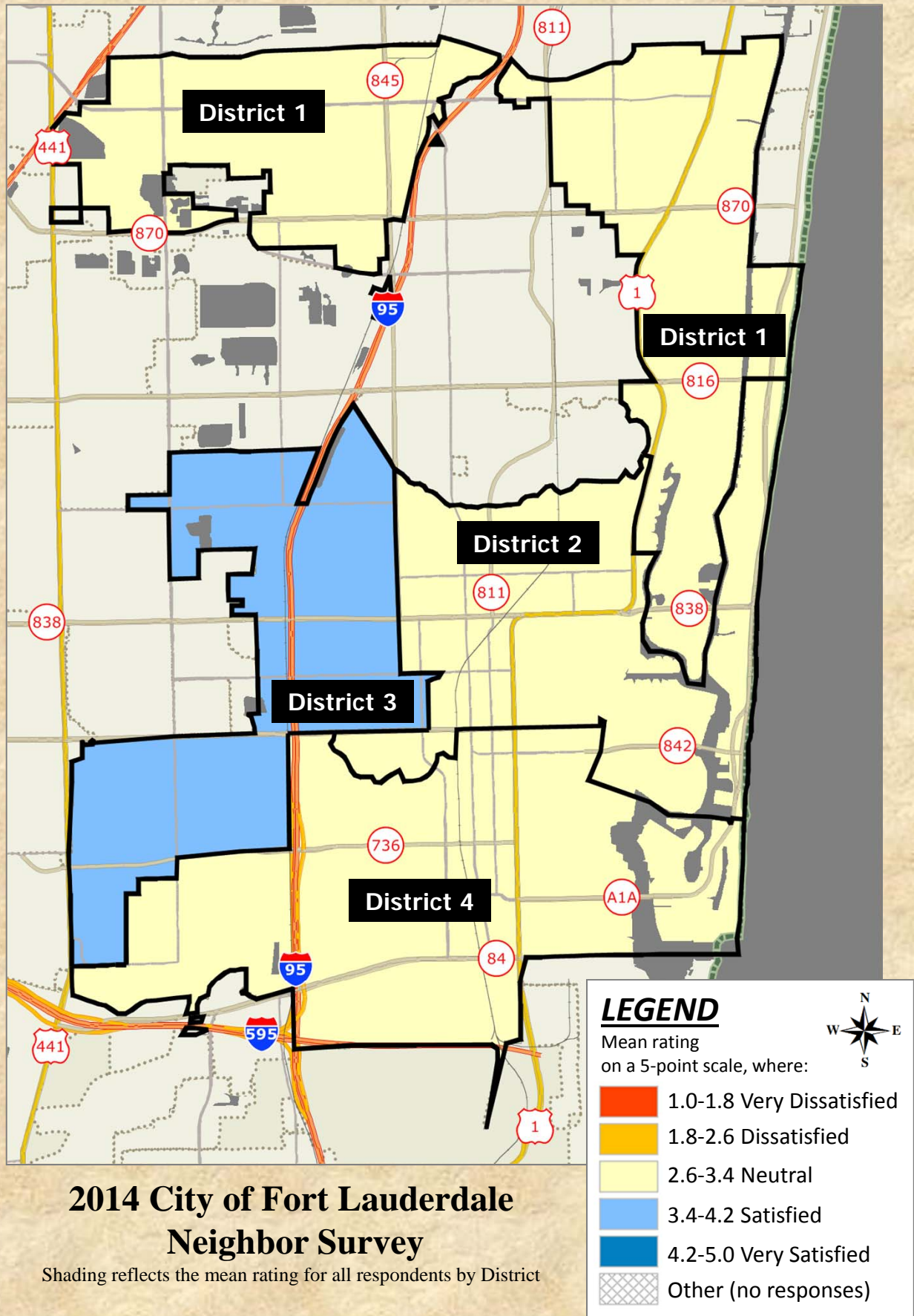


## Q16a. Satisfaction with availability of sidewalks



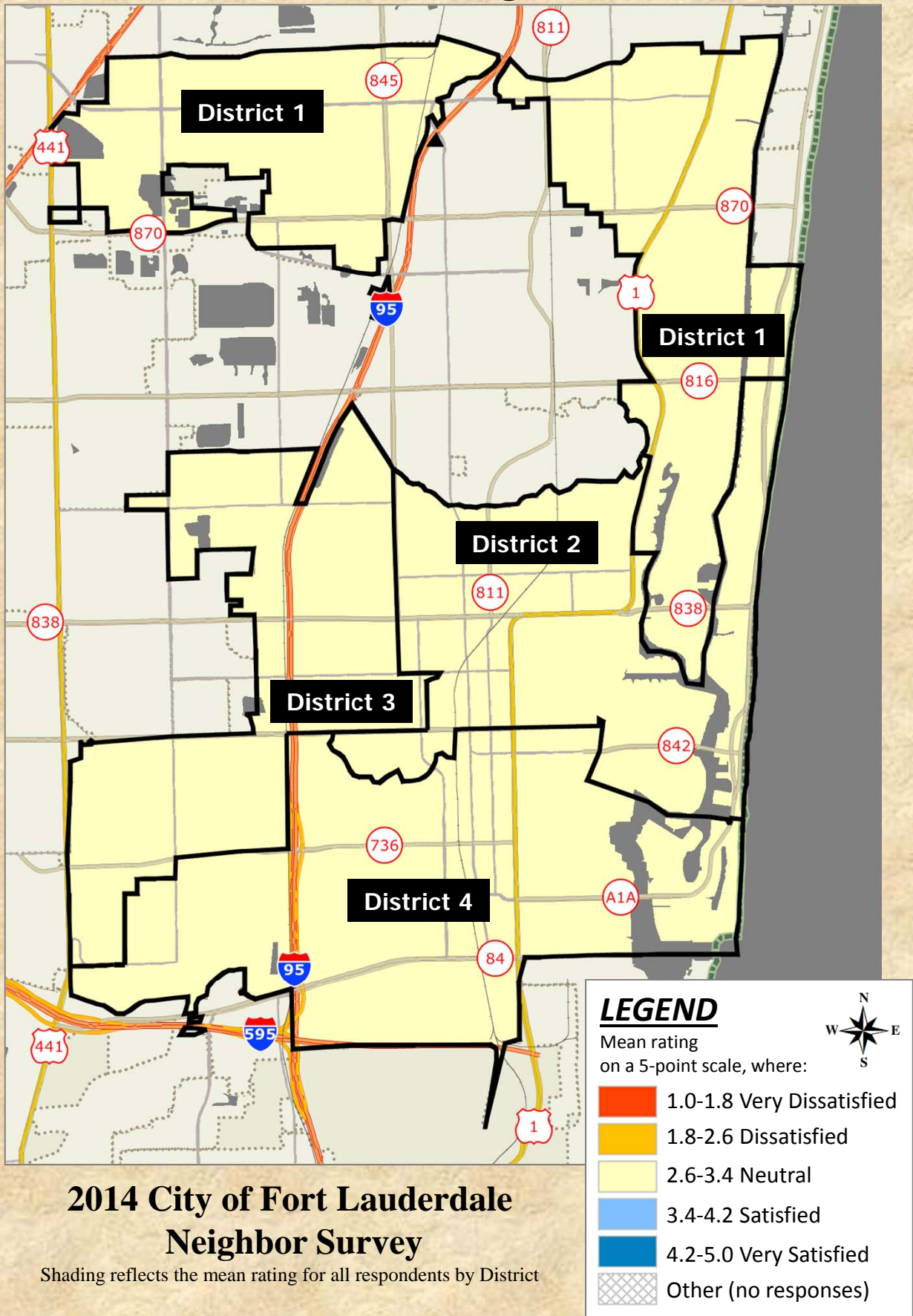


## Q16b. Satisfaction with condition of sidewalks

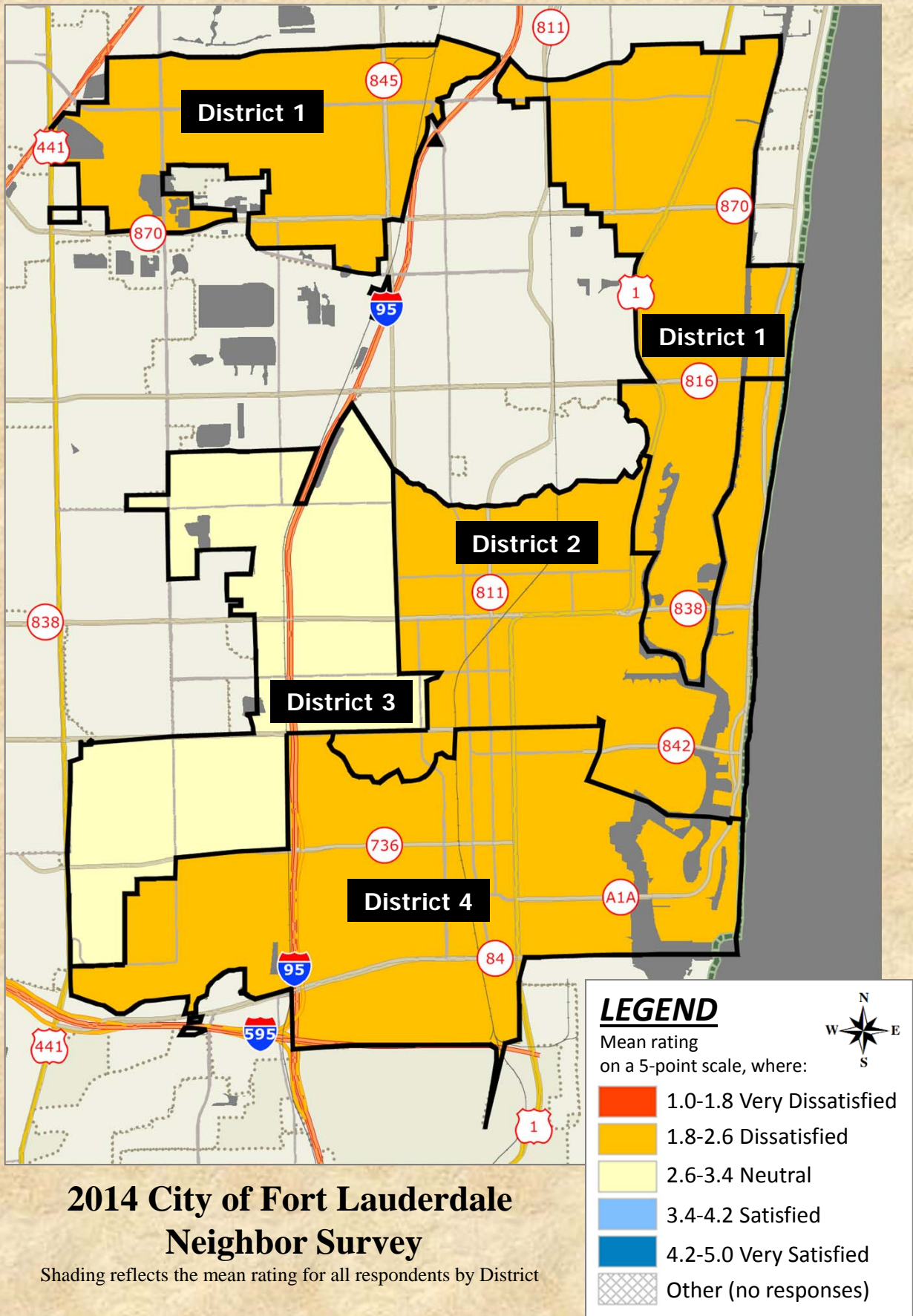




## Q16c. Satisfaction with availability of greenways for walking or biking

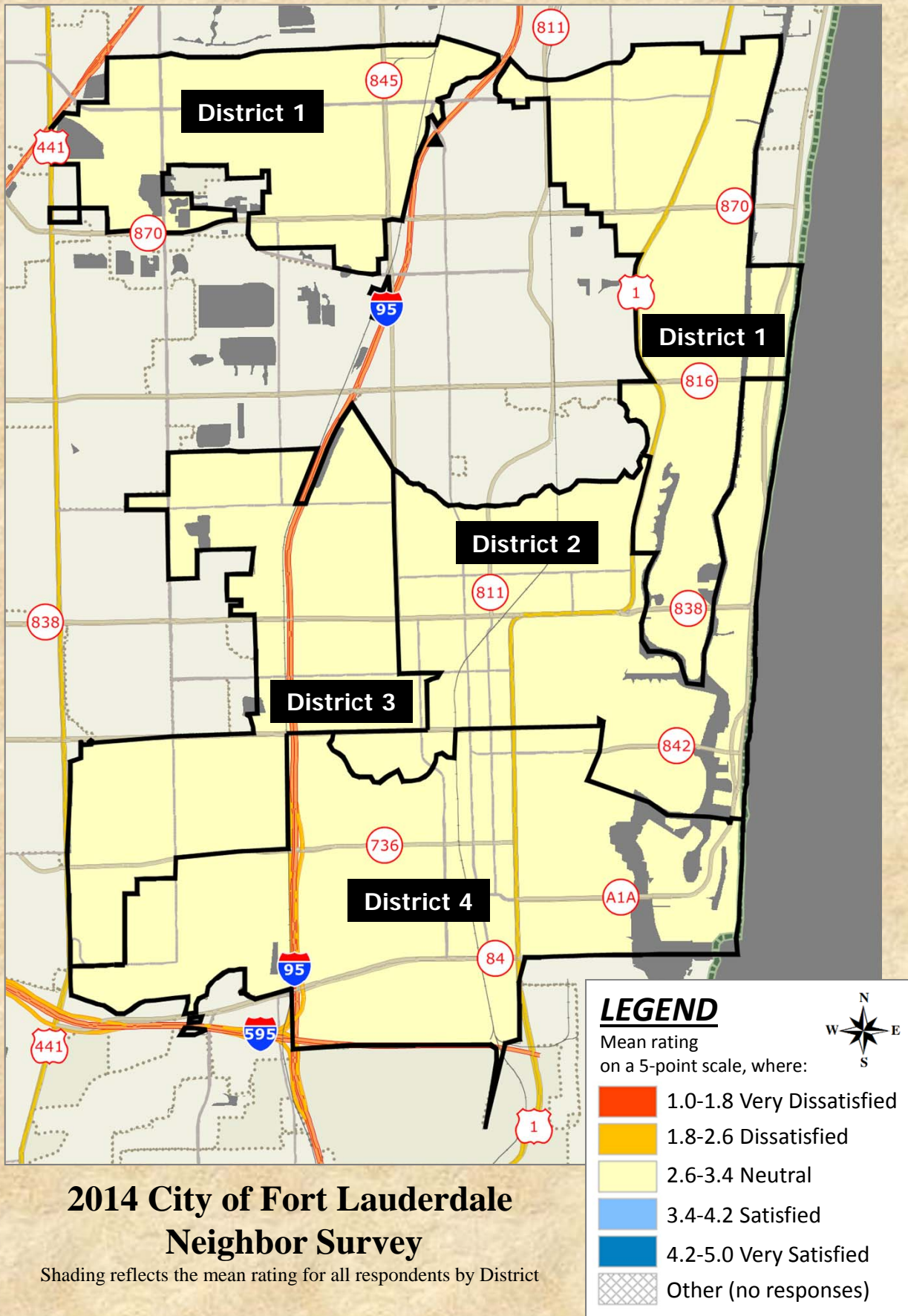


## Q16d. Satisfaction with safety of biking



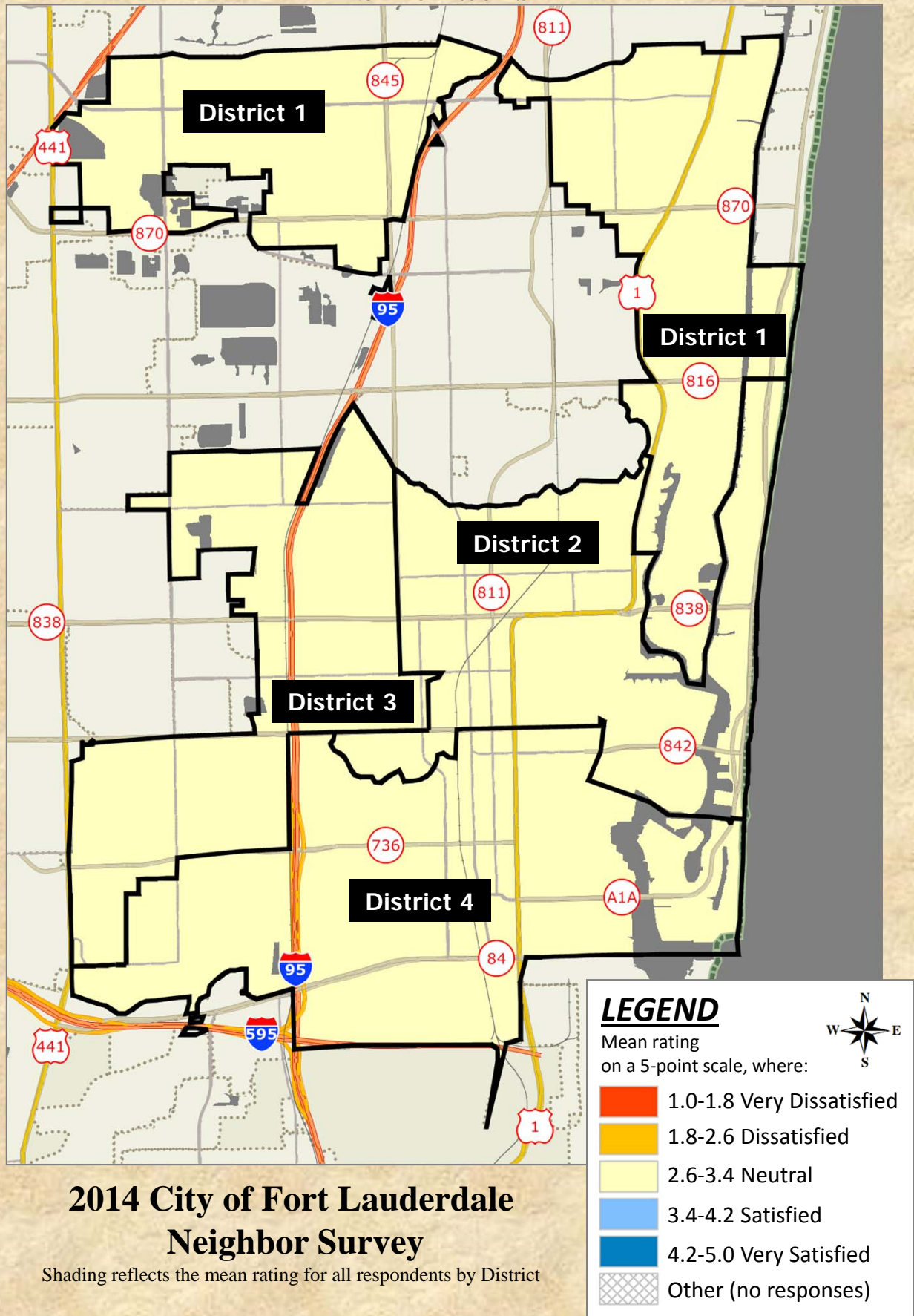


## Q16e. Satisfaction with safety of walking

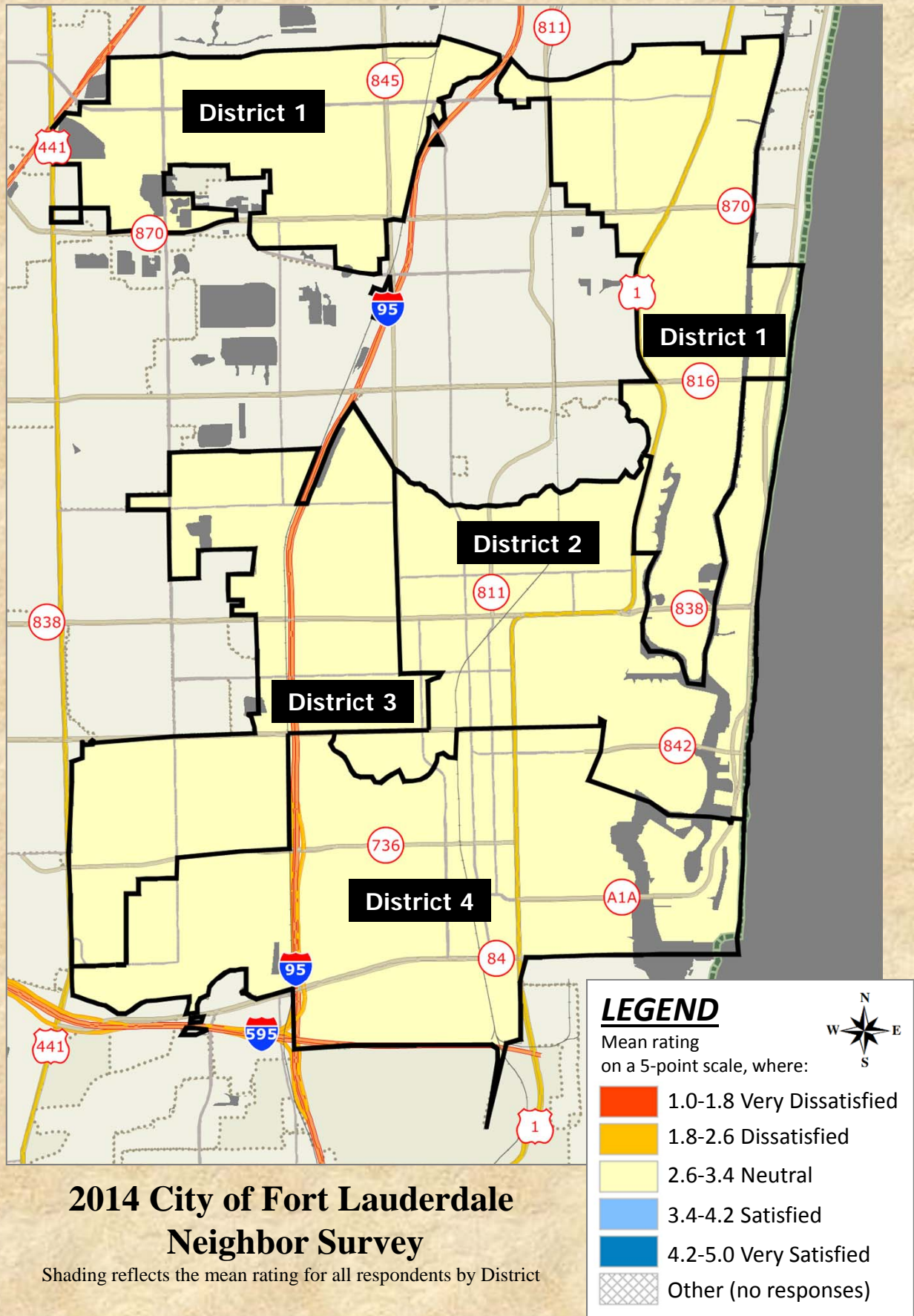




## Q16f. Satisfaction with availability of biking paths and bike racks

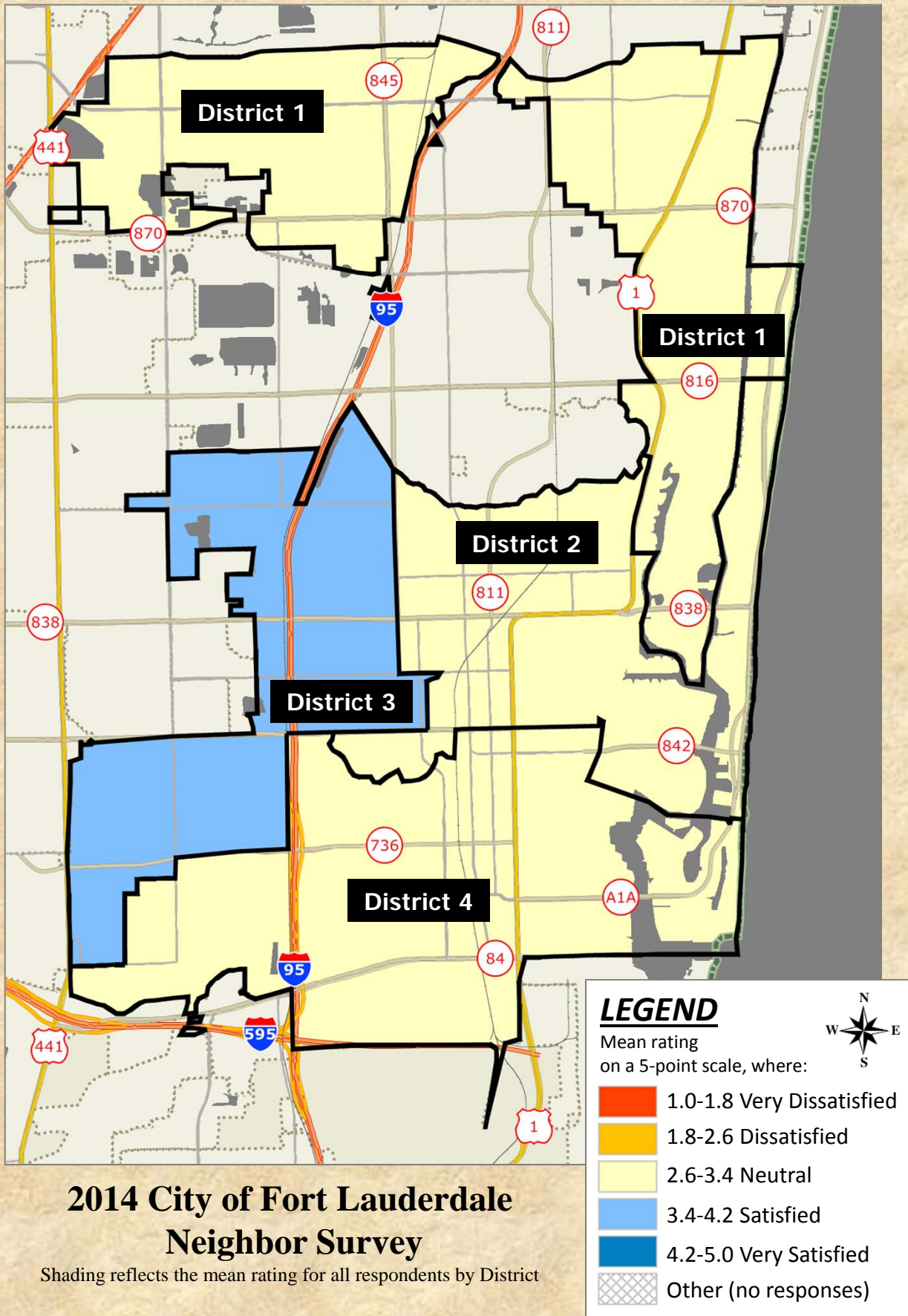


## Q16g. Satisfaction with availability of B-Cycle stations



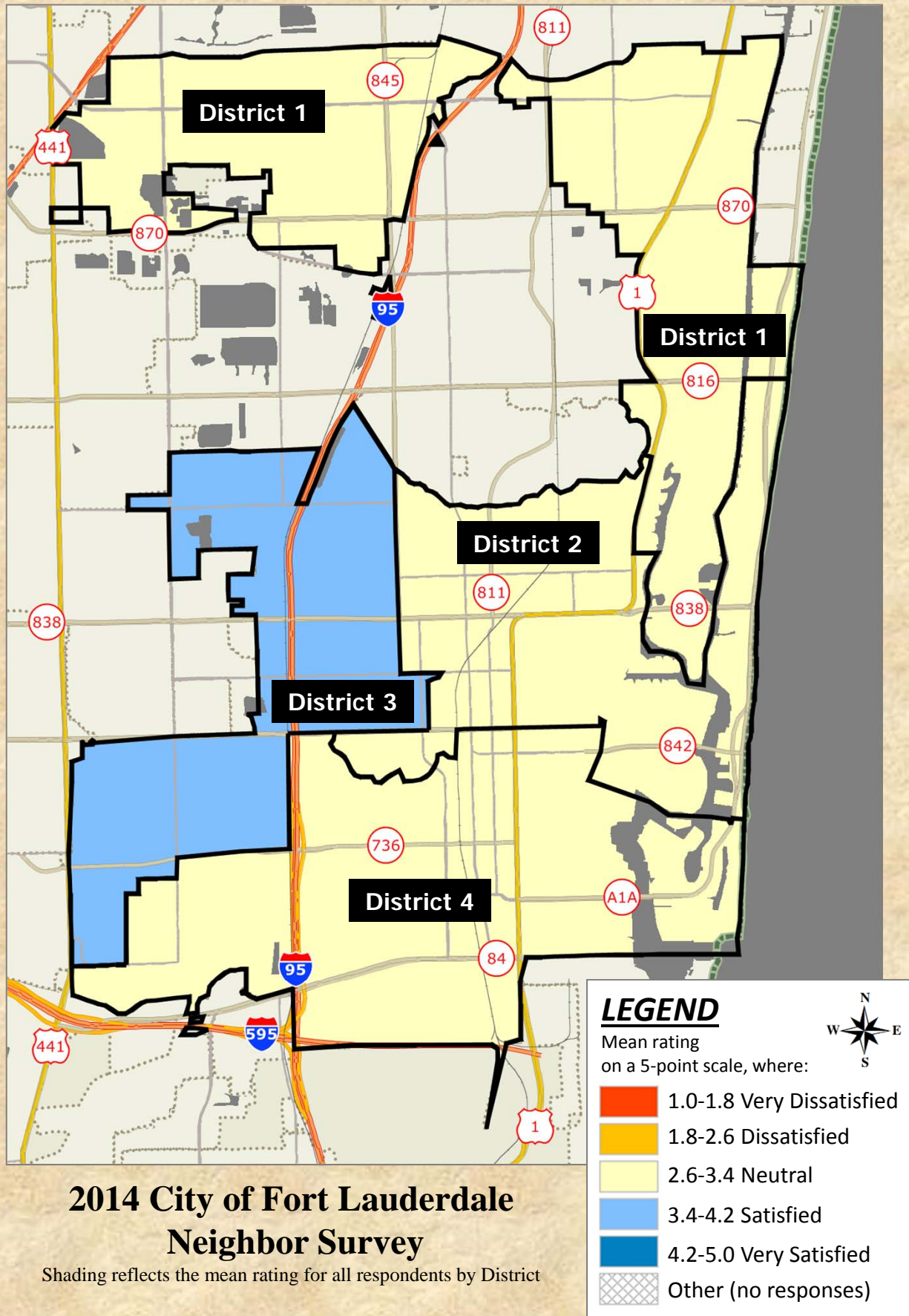


## Q16h. Satisfaction with availability of public transit options

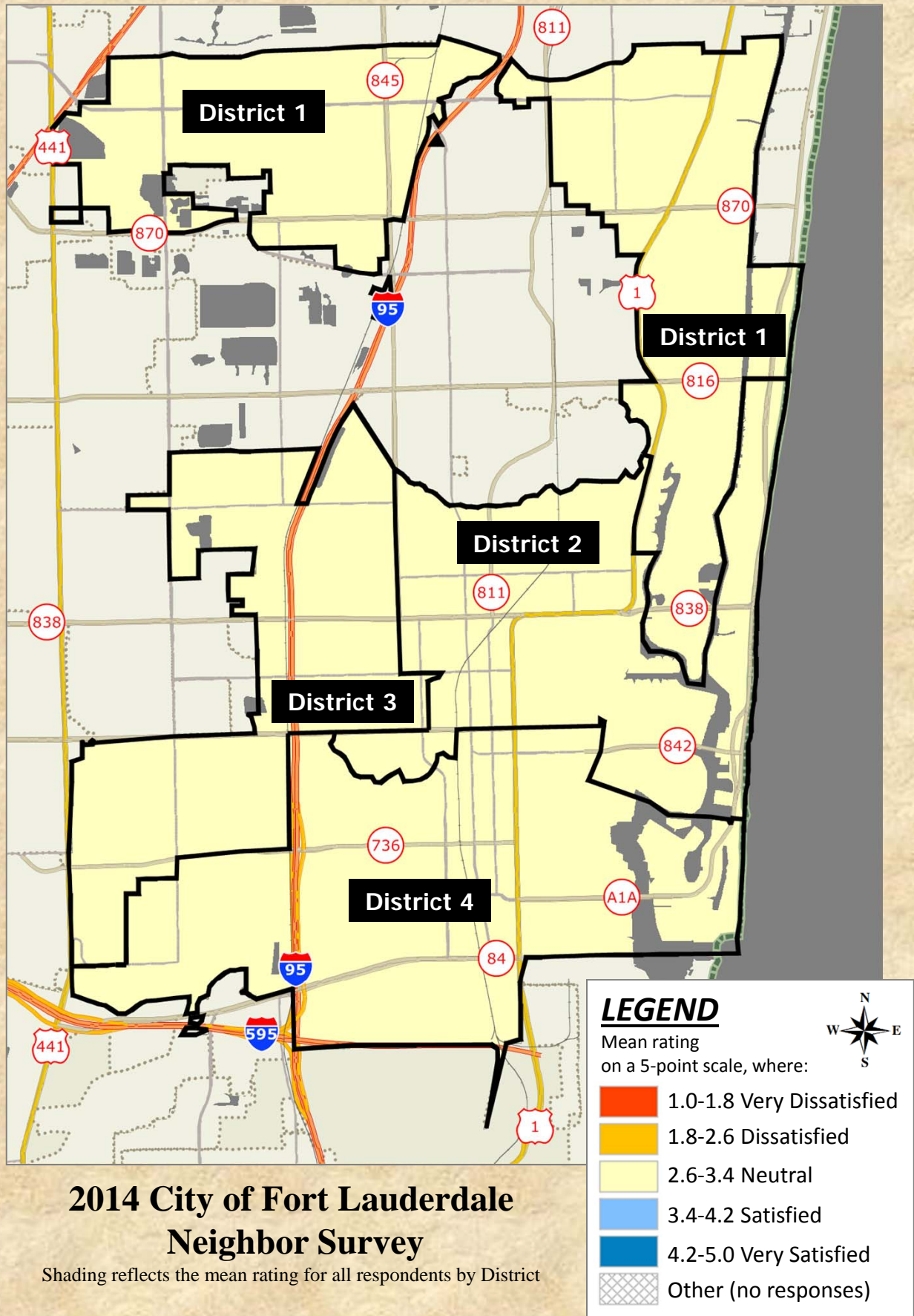




## Q16i. Satisfaction with availability of City mass transit

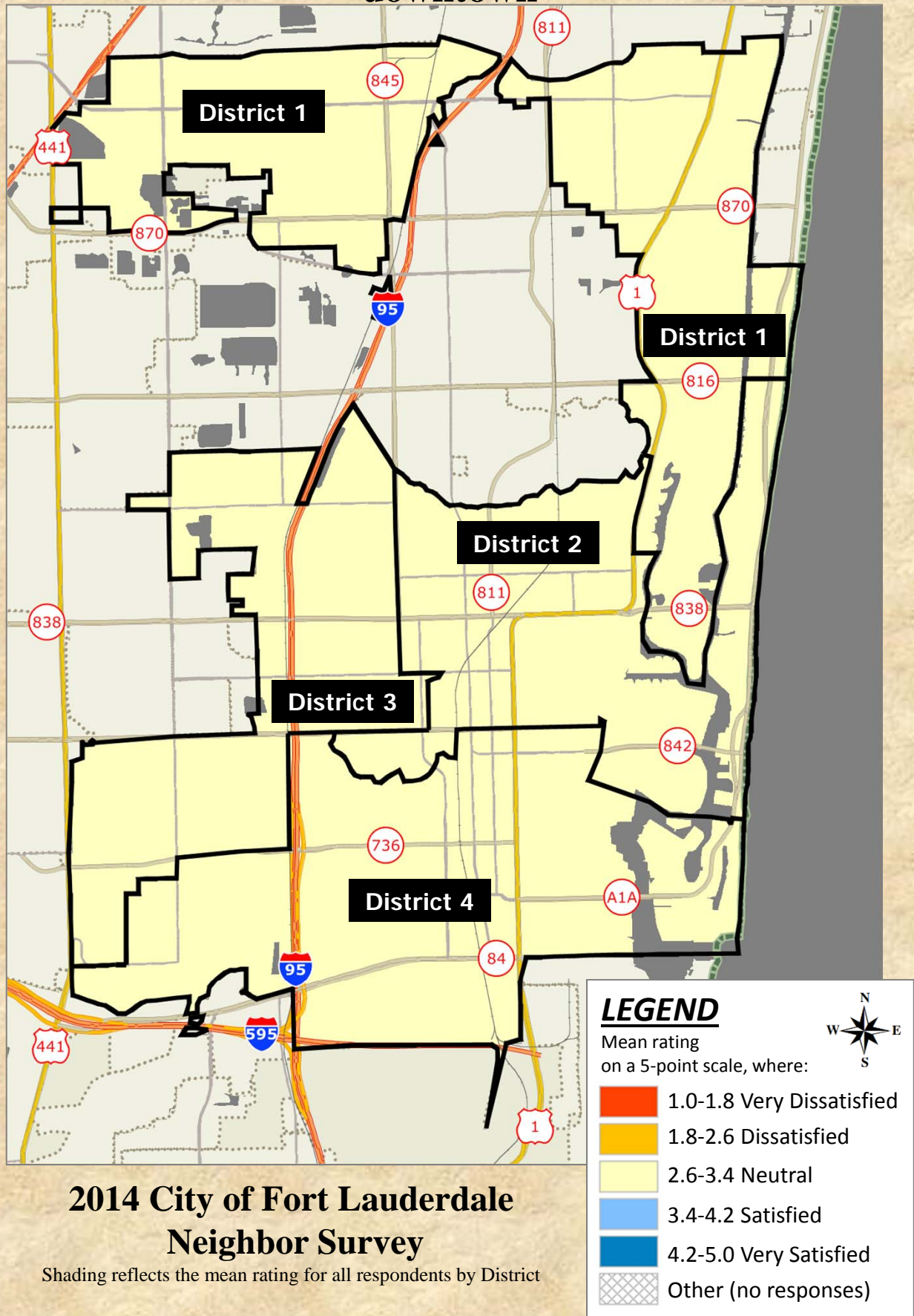


## Q16j. Satisfaction with availability of public parking



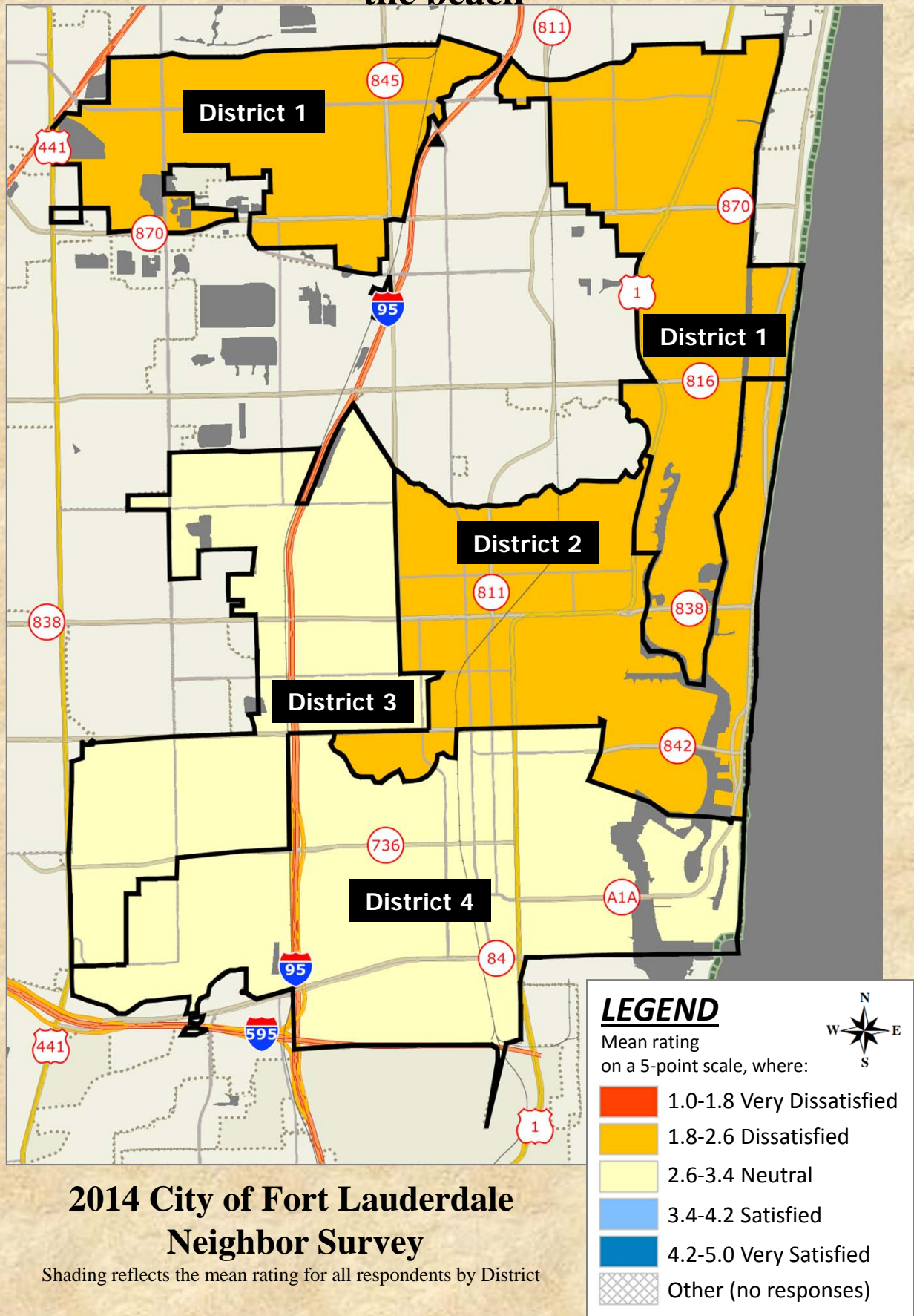


## Q16k. Satisfaction with availability of public parking downtown

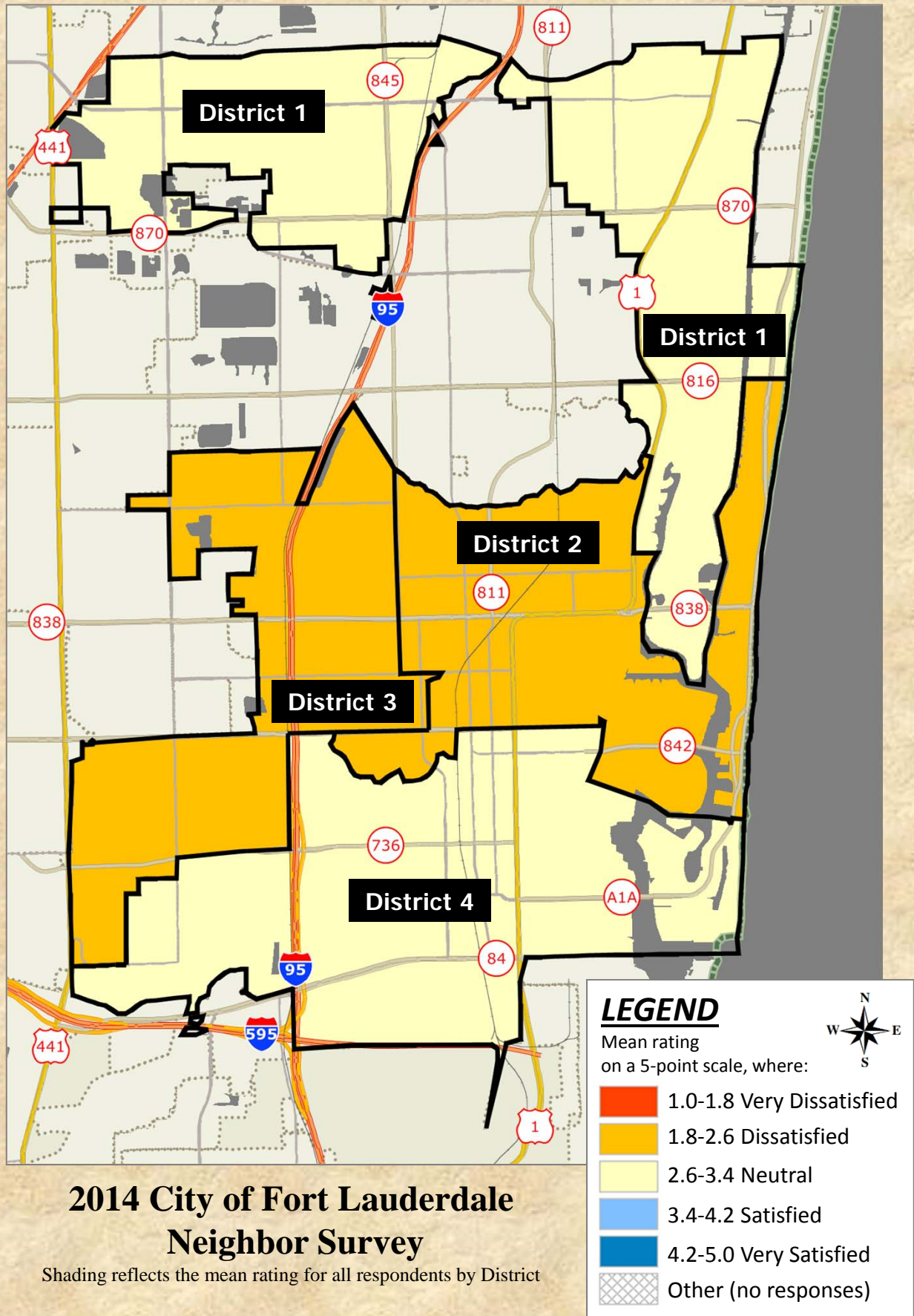




## Q16l. Satisfaction with availability of public parking at the beach

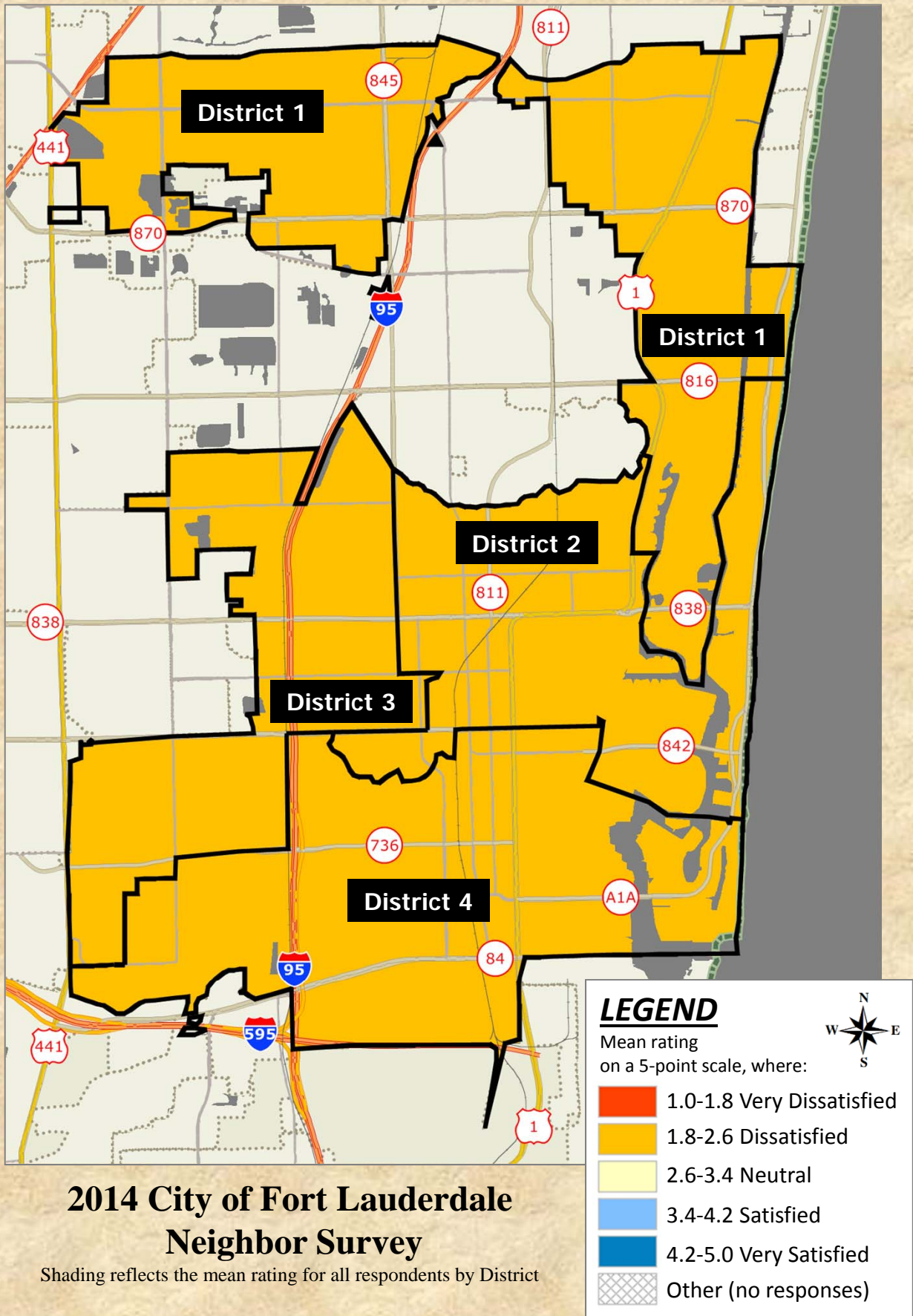


## Q16m. Satisfaction with cost of public parking



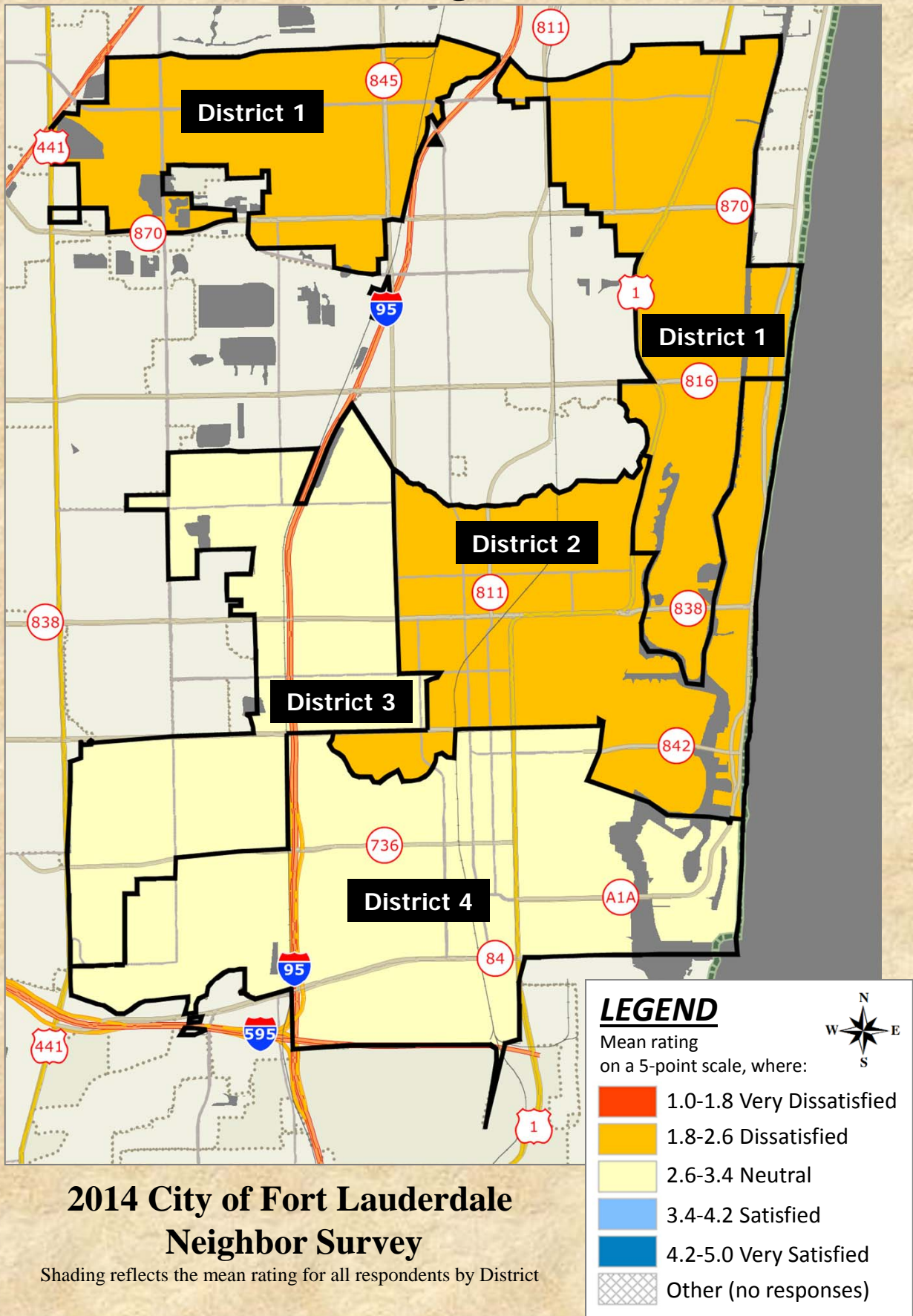


## Q16n. Satisfaction with cost of private parking

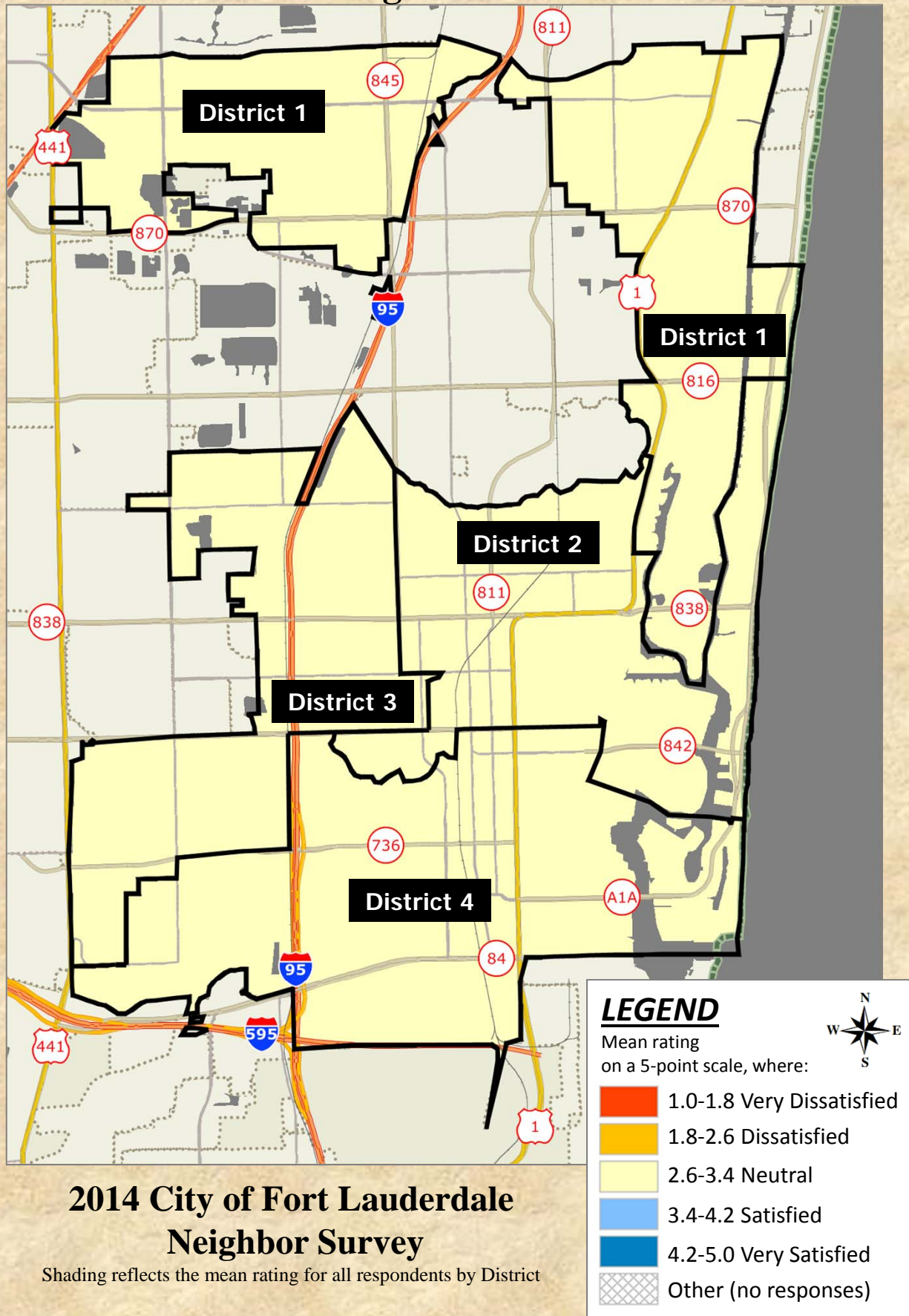




## Q16o. Satisfaction with management of traffic flow and congestion

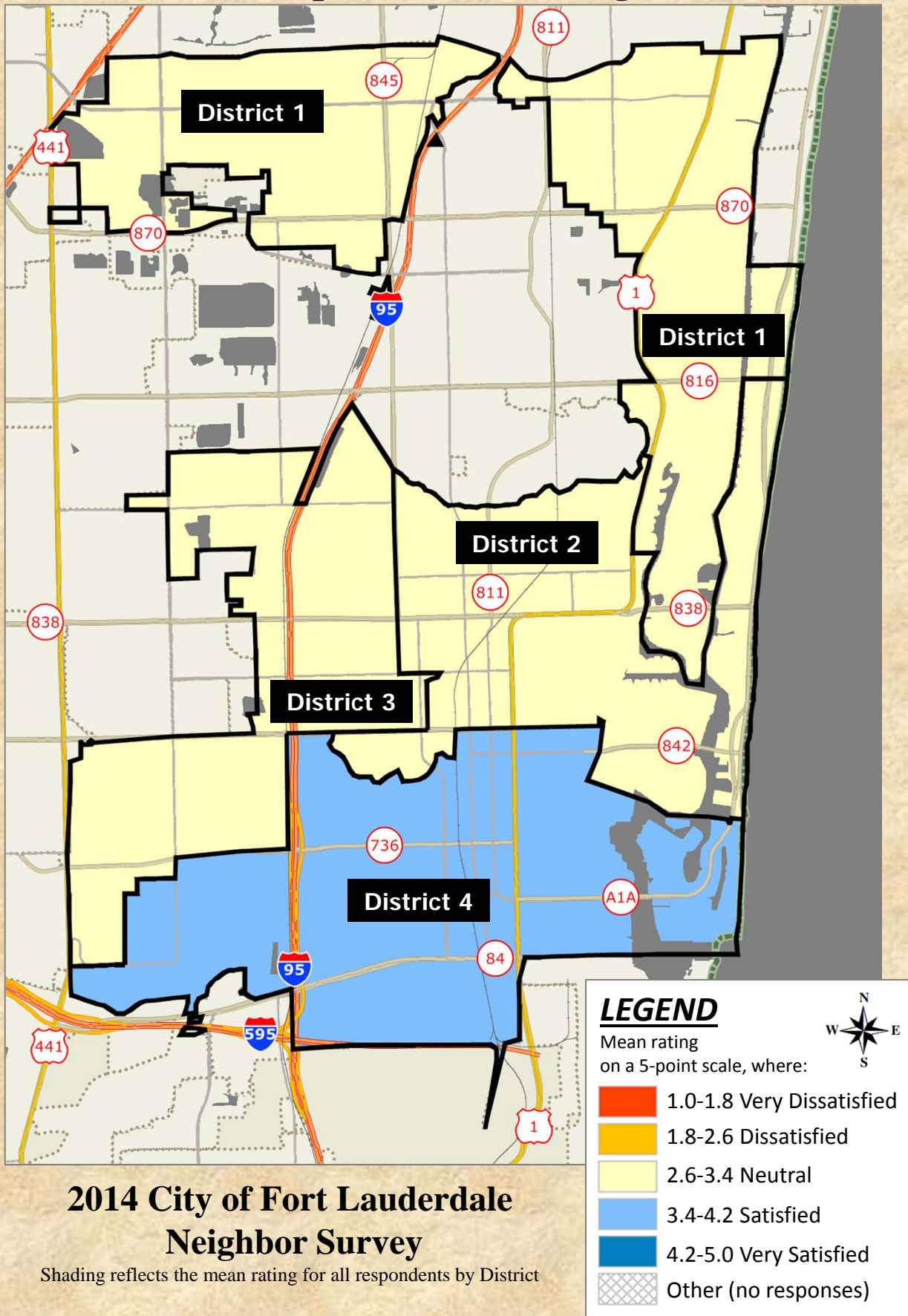


## Q16p. Satisfaction with maintenance of streets in your neighborhood



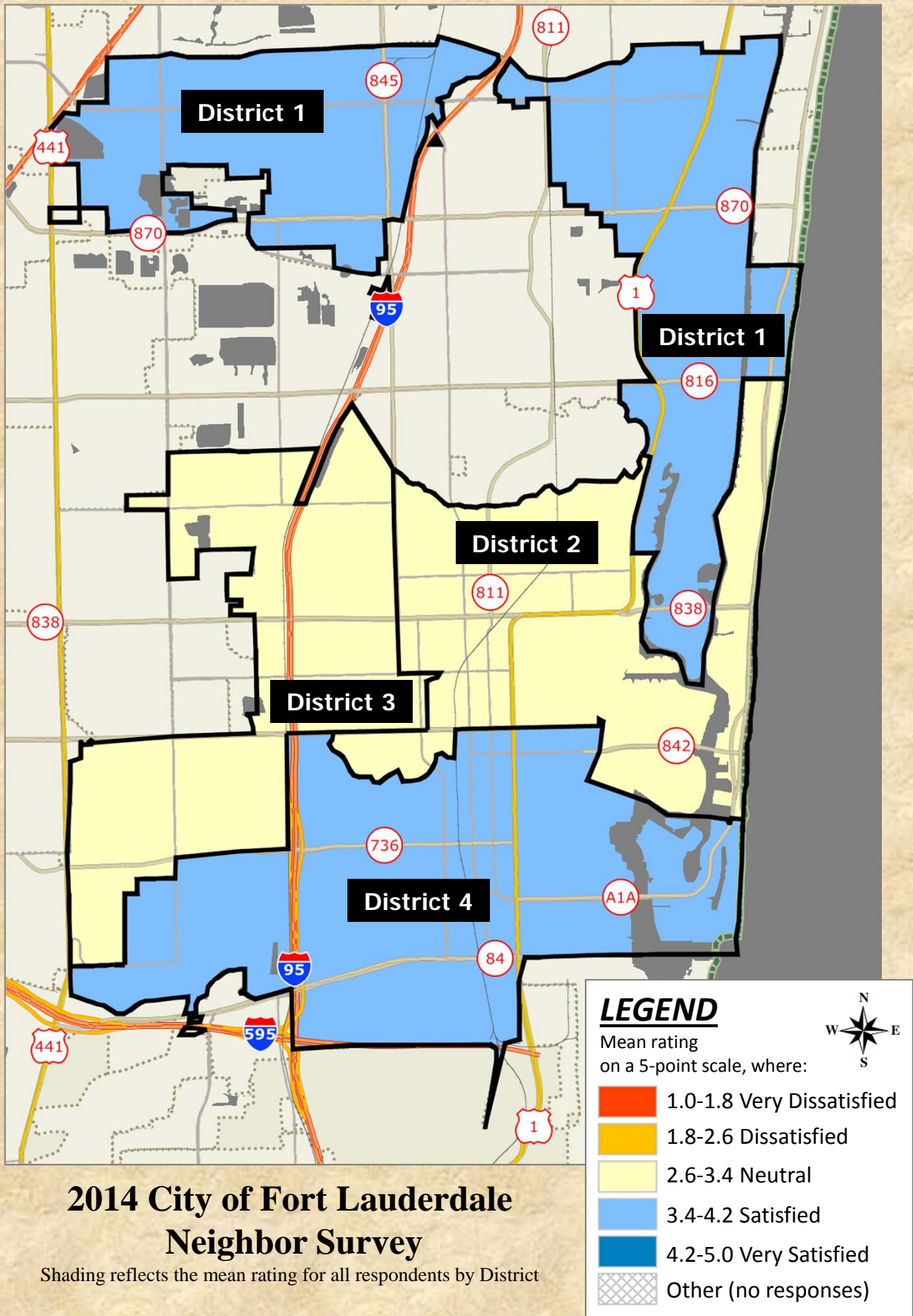


## Q16q. Satisfaction with overall maintenance of street signs and pavement markings

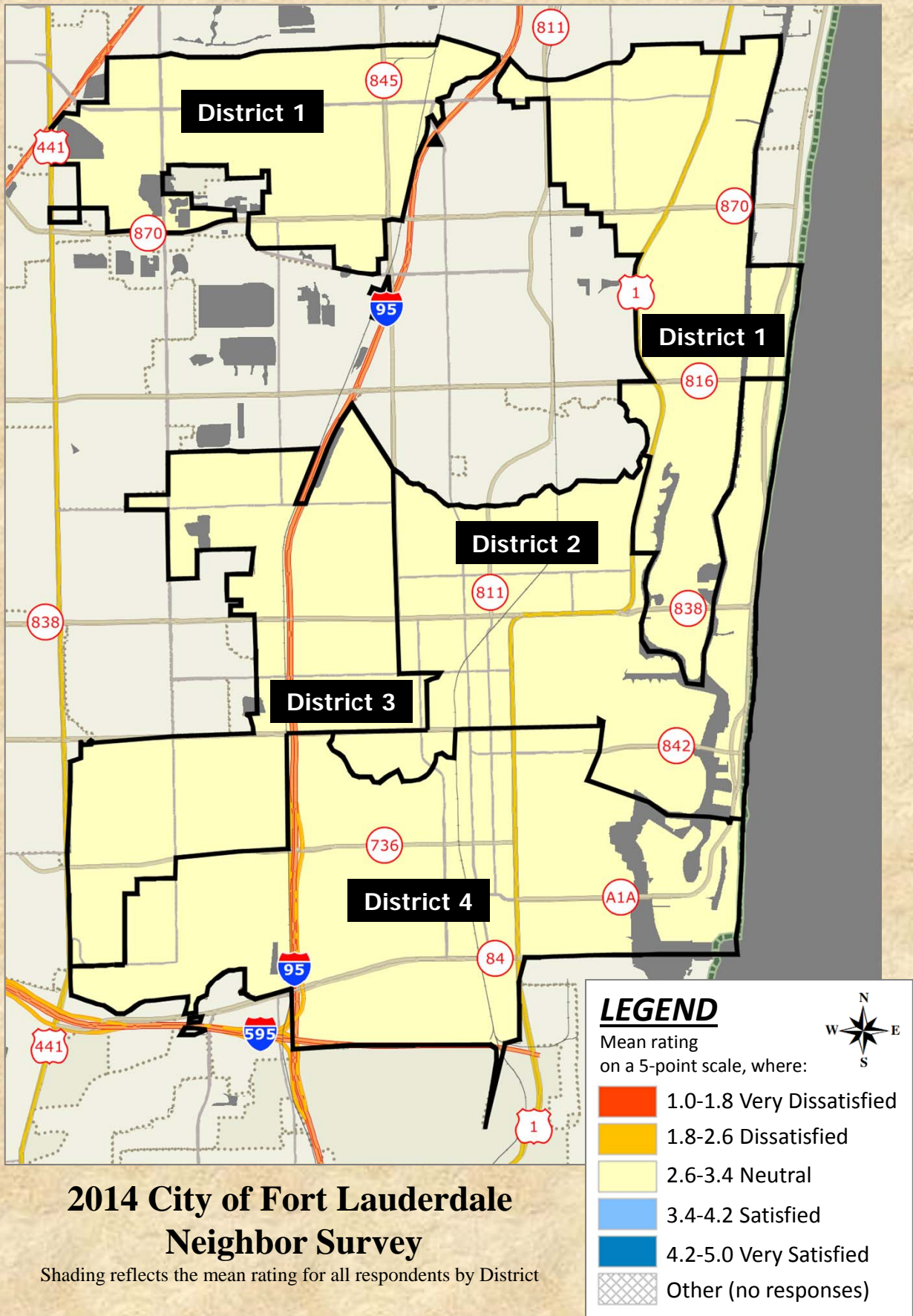




## Q16r. Satisfaction with overall cleanliness of streets

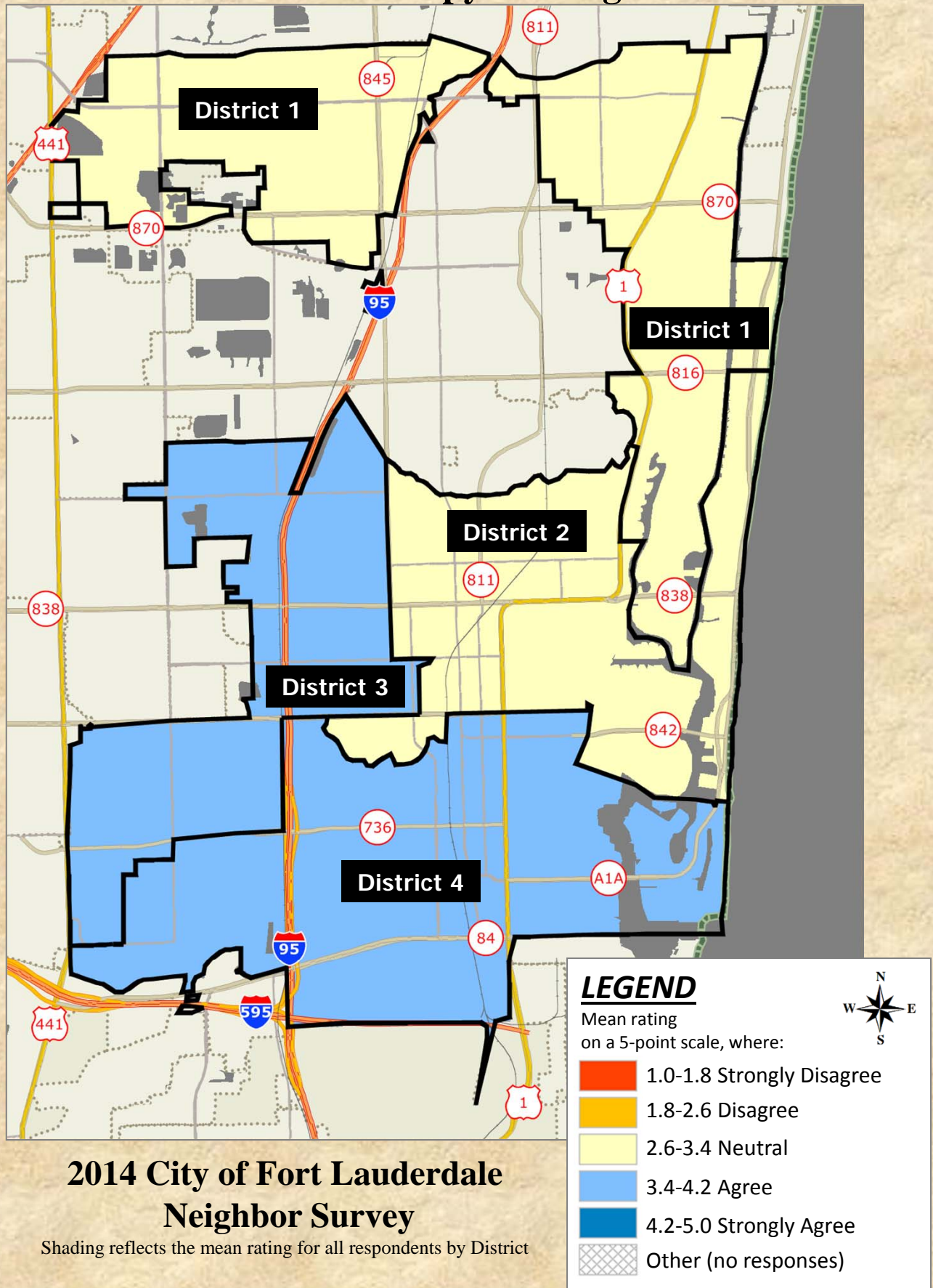


## Q16s. Satisfaction with adequacy of street lighting



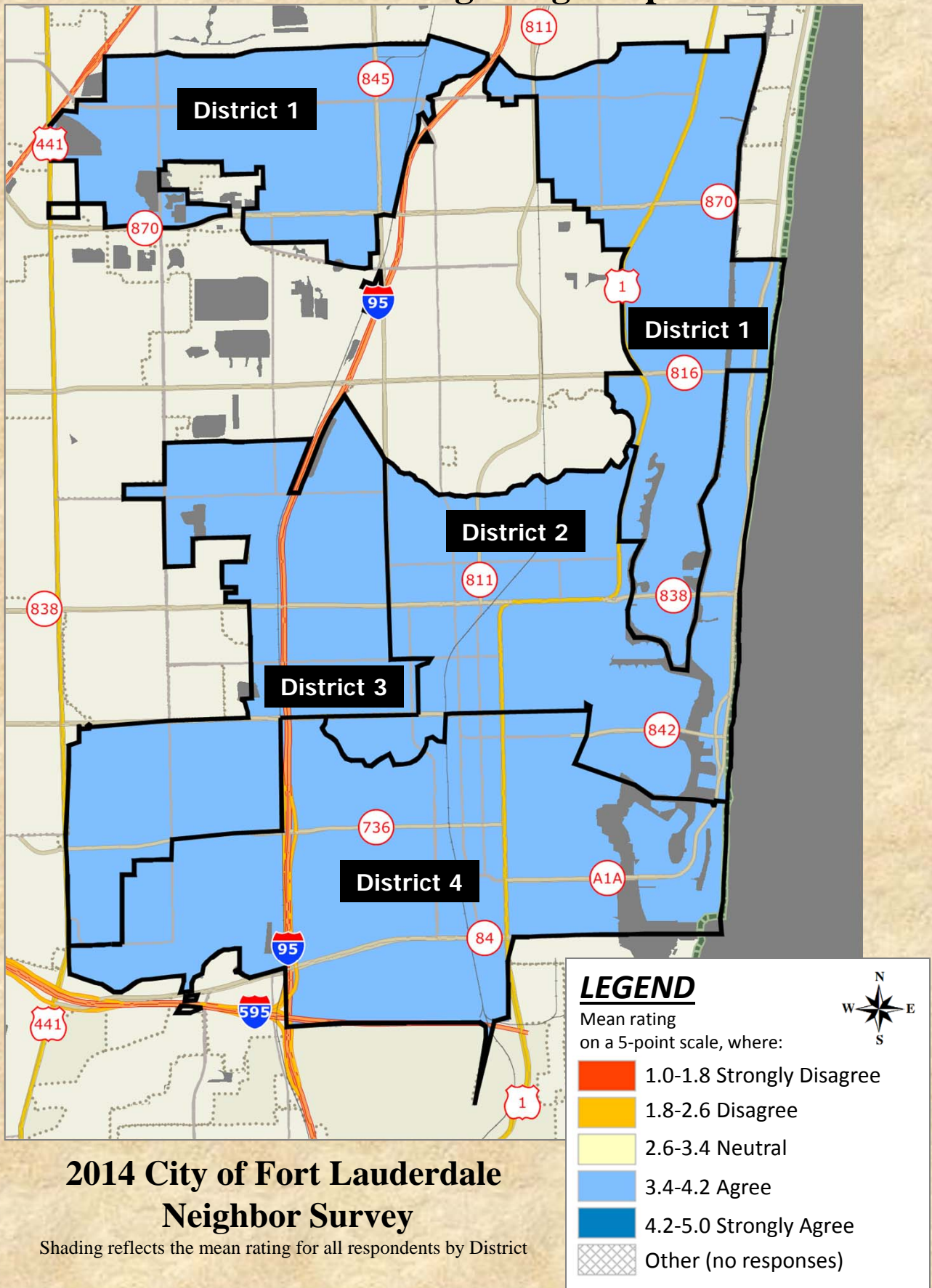


## Q21a. Agreement that residents are satisfied with the amount of tree canopy coverage

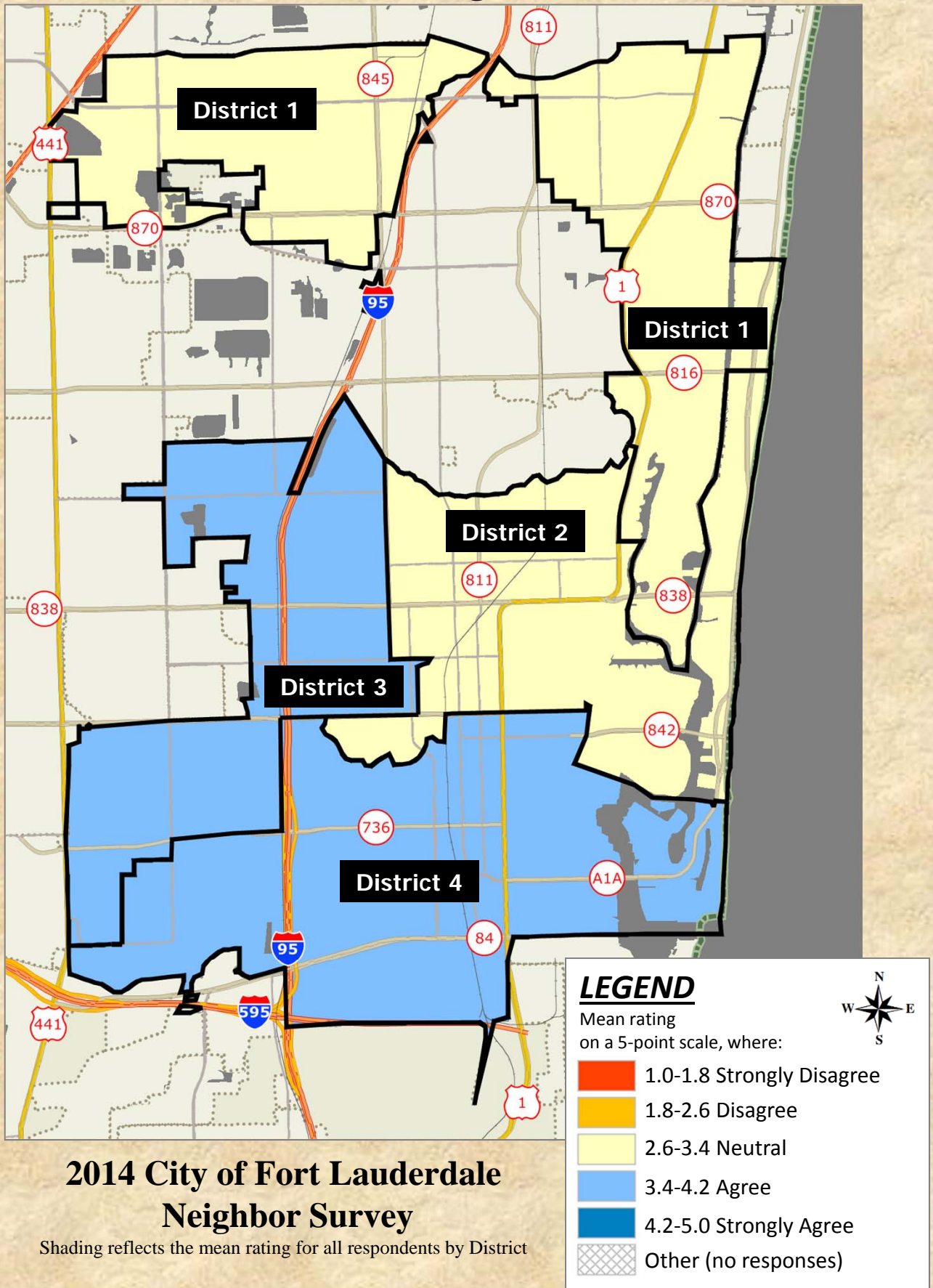




## Q21b. Agreement that single stream recycling program has reduced household garbage disposal

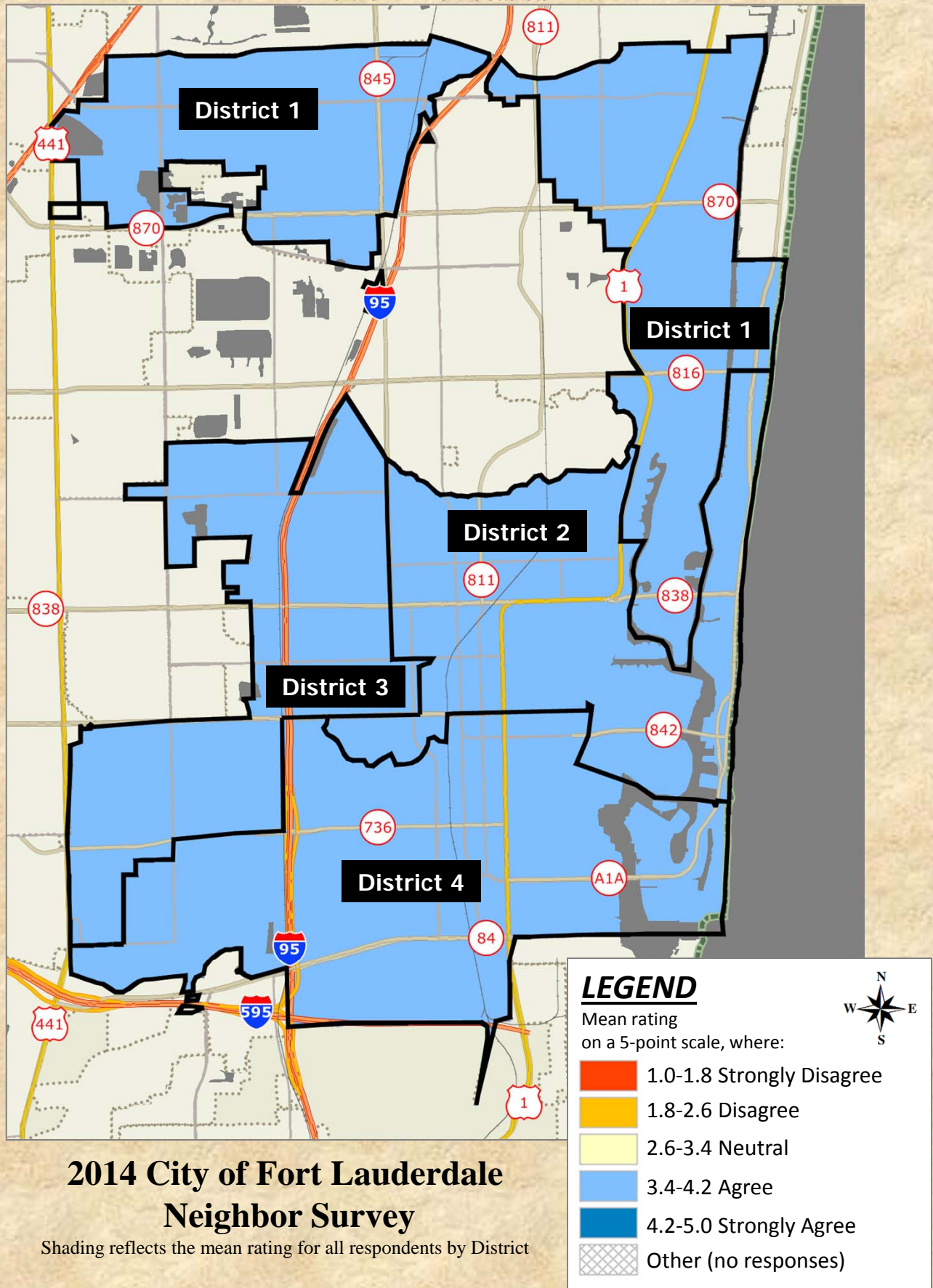


## Q21c. Agreement that residents are informed about local climate change issues



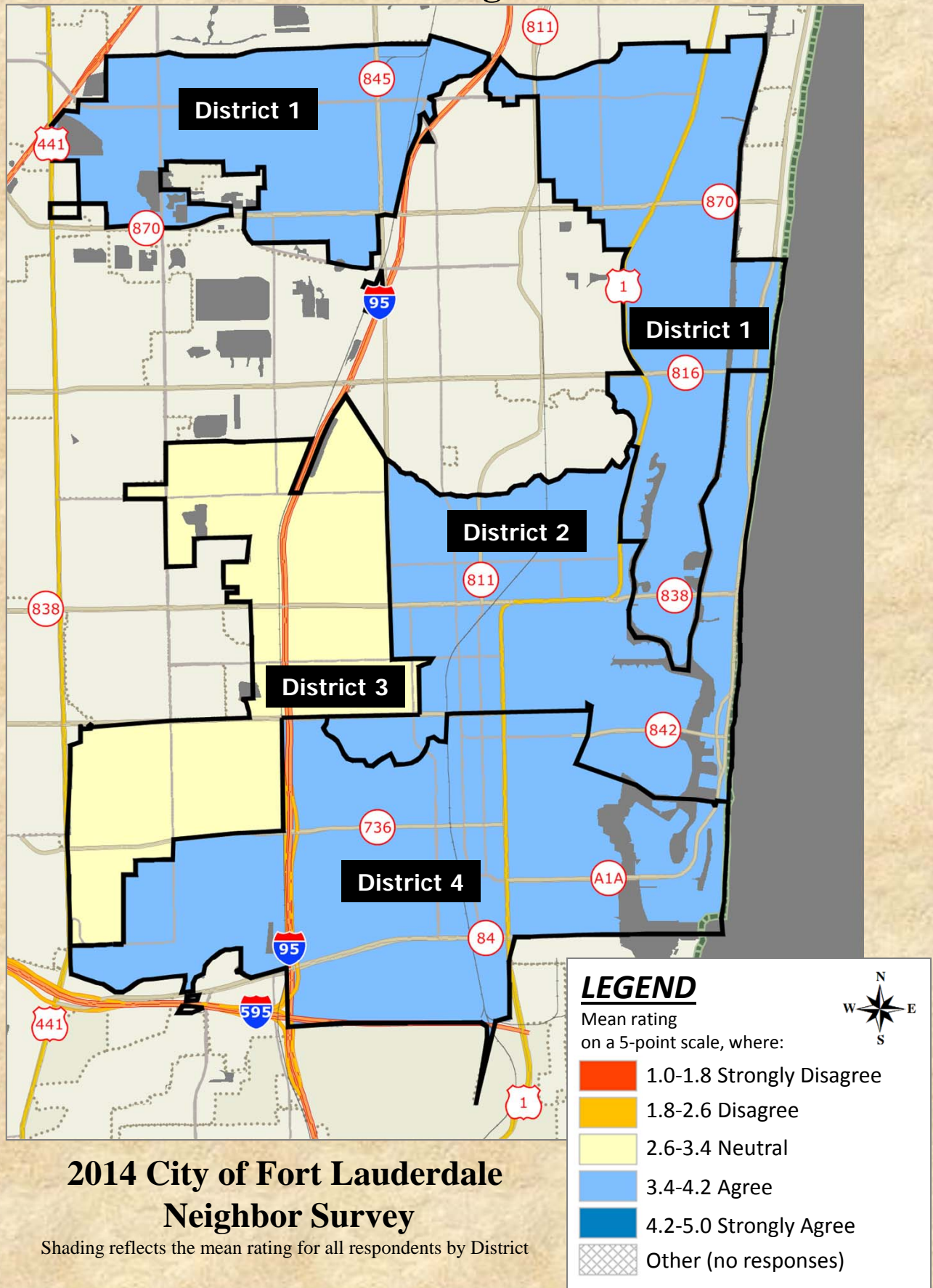


## Q21d. Agreement that residents have observed coastal water level increases

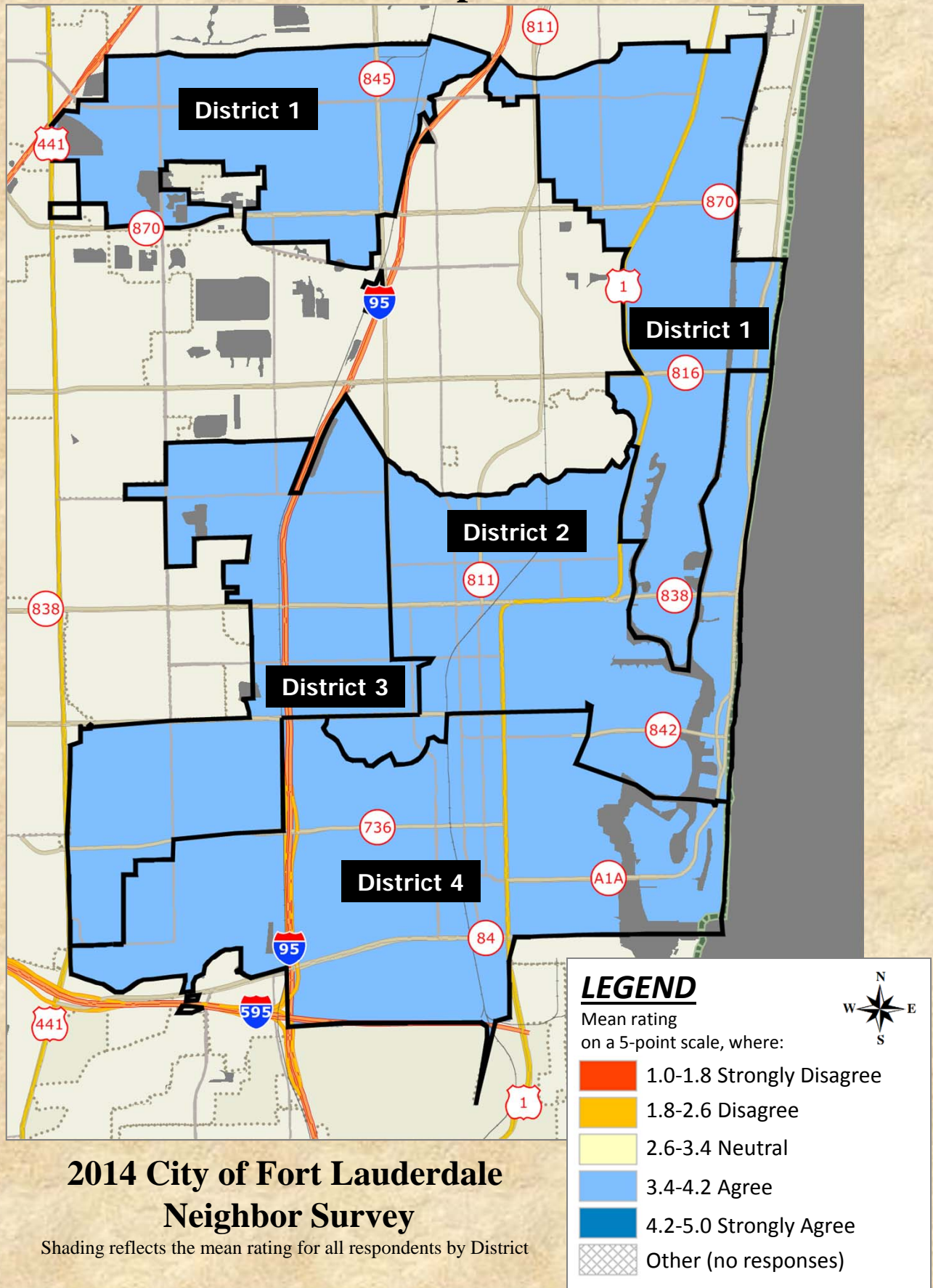




## Q21e. Agreement that residents have observed increased flooding

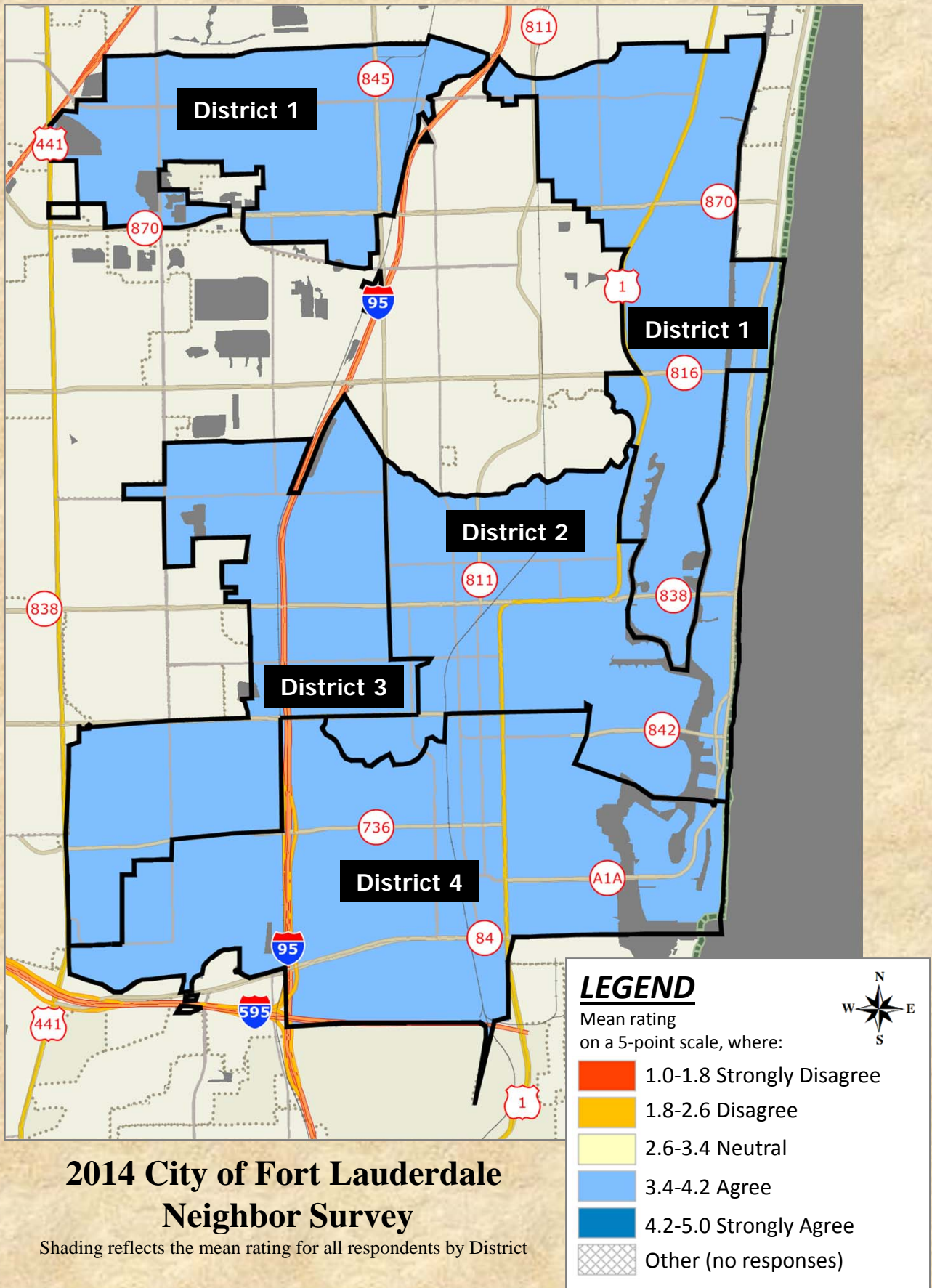


## Q21f. Agreement that residents have observed increased weather temperatures



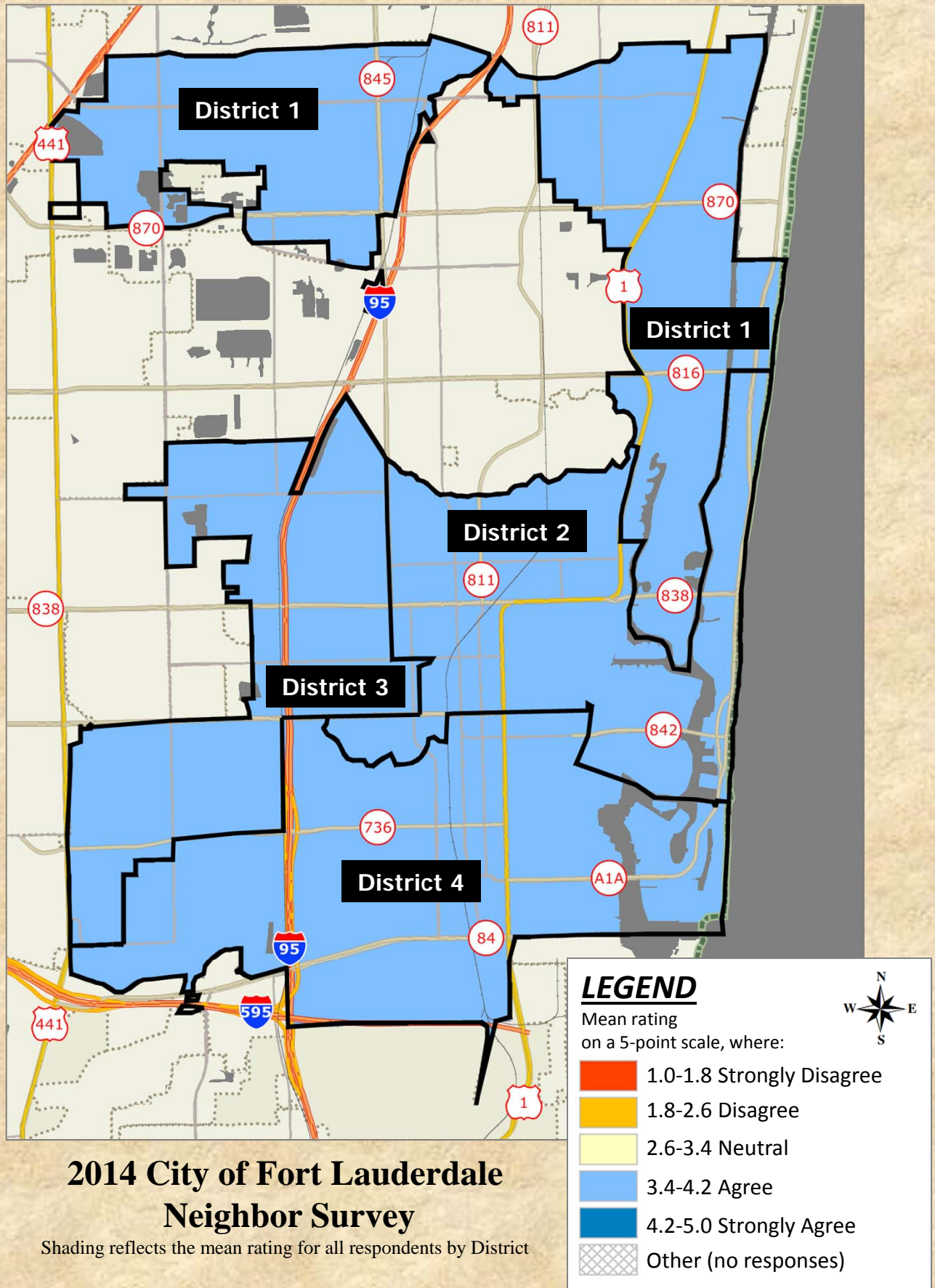


## Q21g. Agreement that household is energy efficient

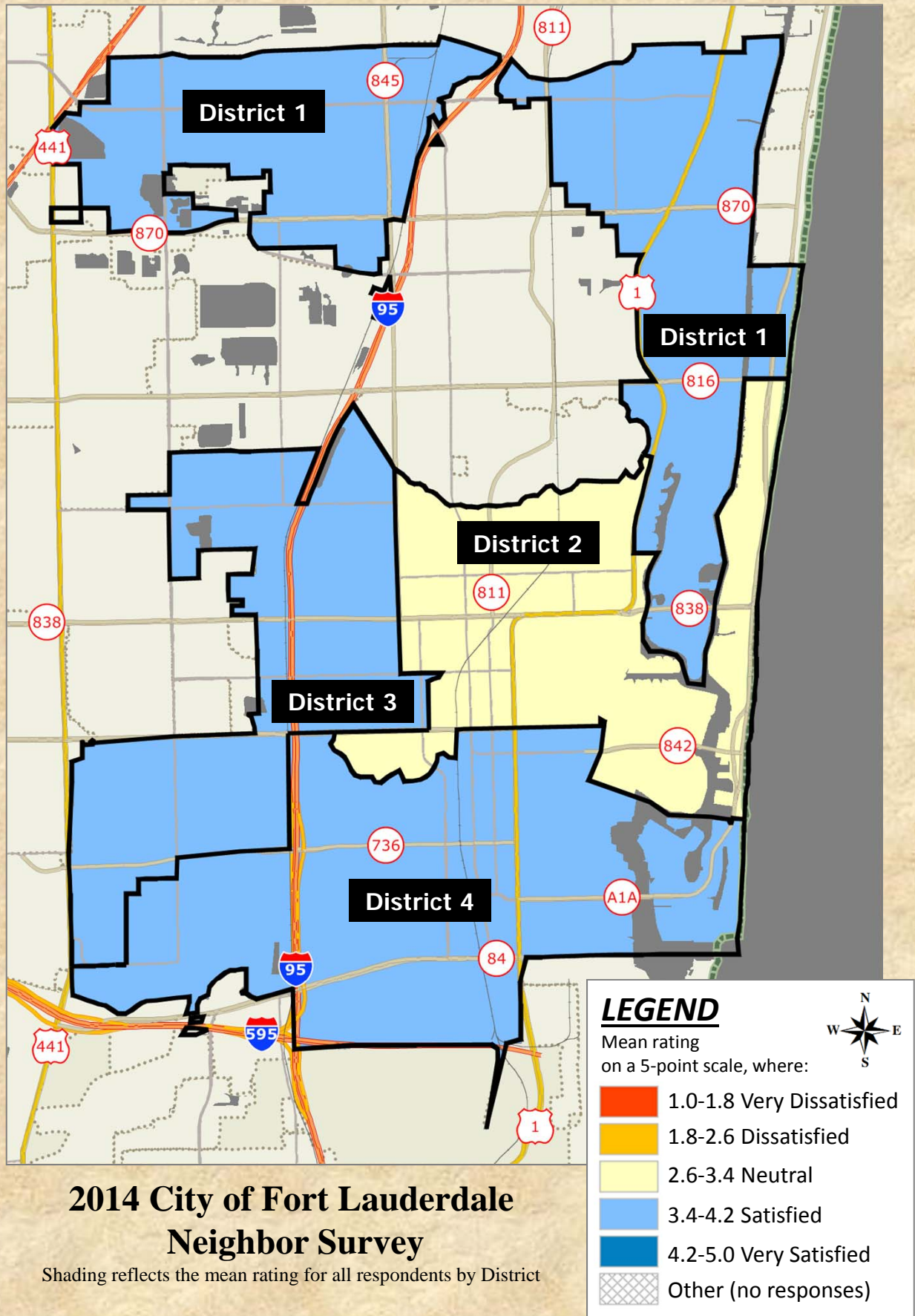




## Q21h. Agreement that household is water efficient

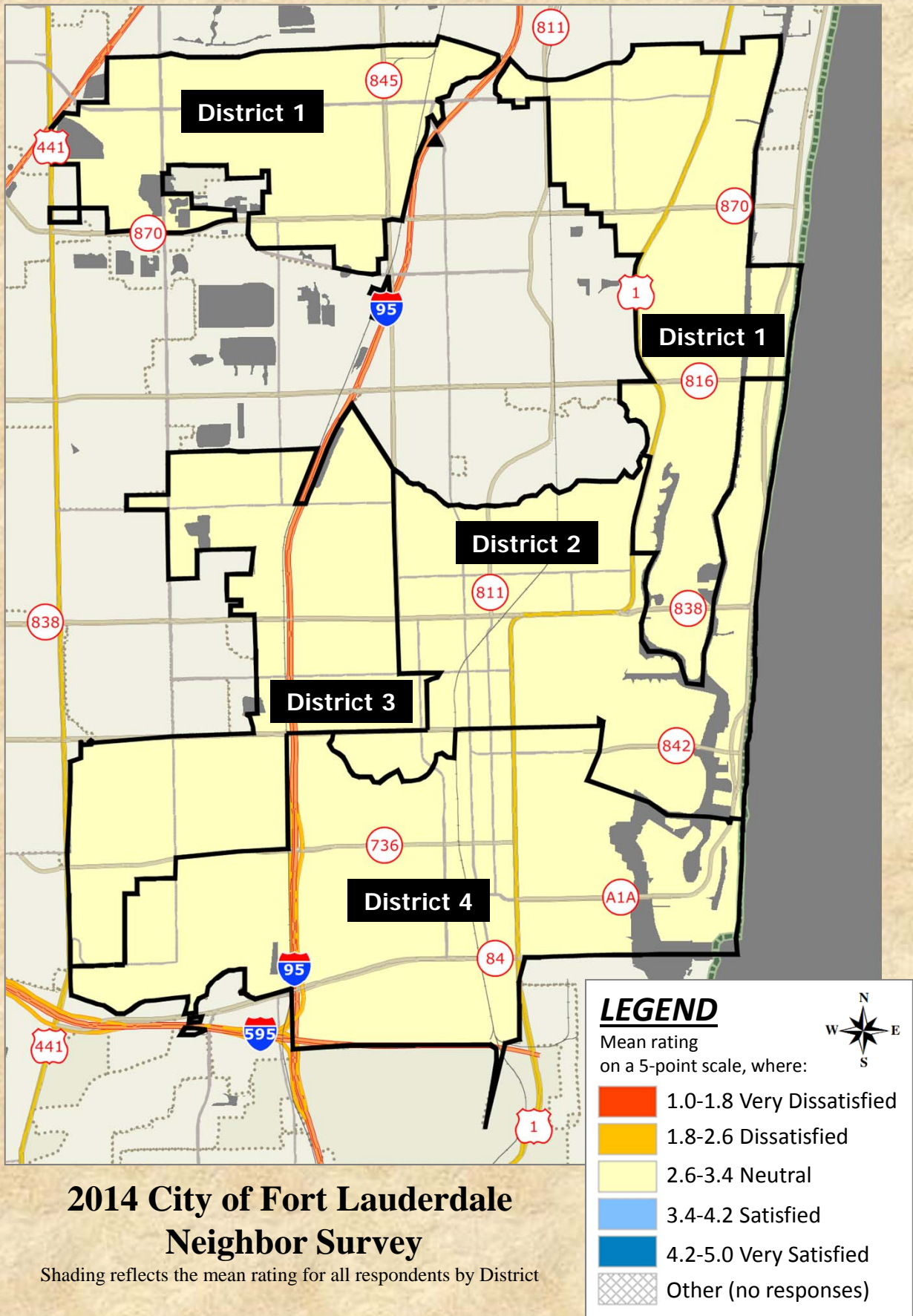


## Q22a. Satisfaction with overall quality of drinking water



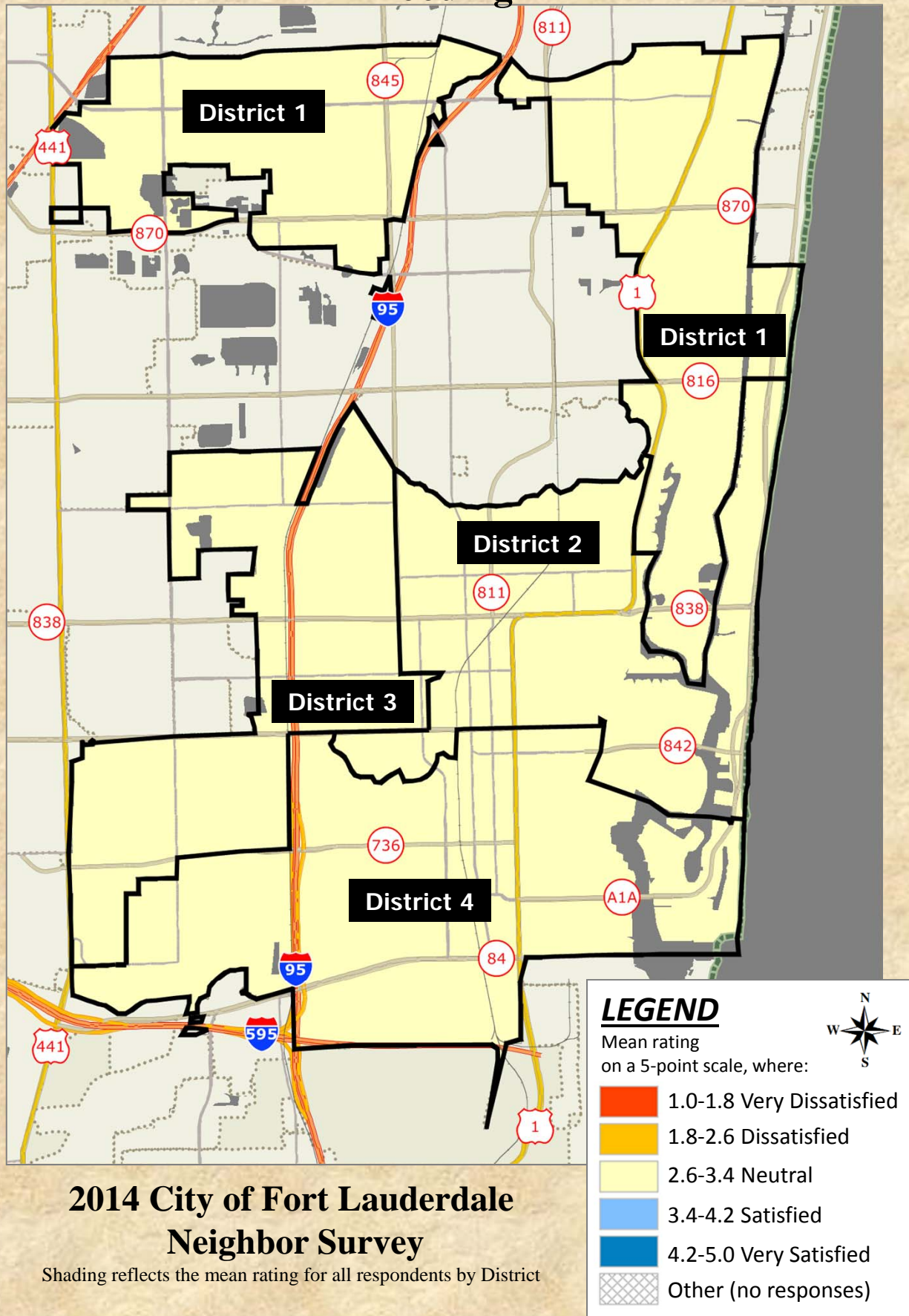


## Q22b. Satisfaction with prevention of tidal-related flooding

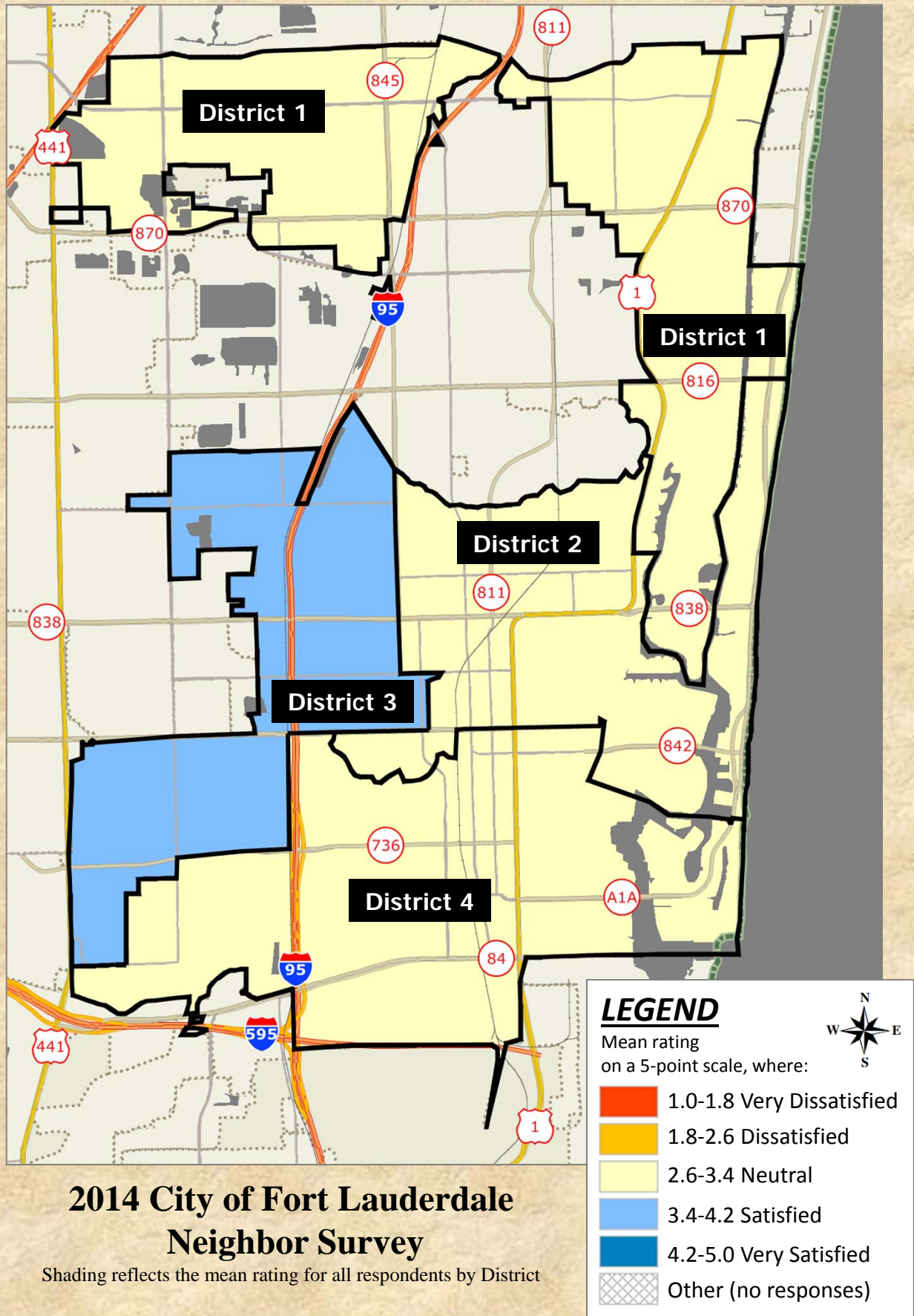




## Q22c. Satisfaction with prevention of storm water-related flooding

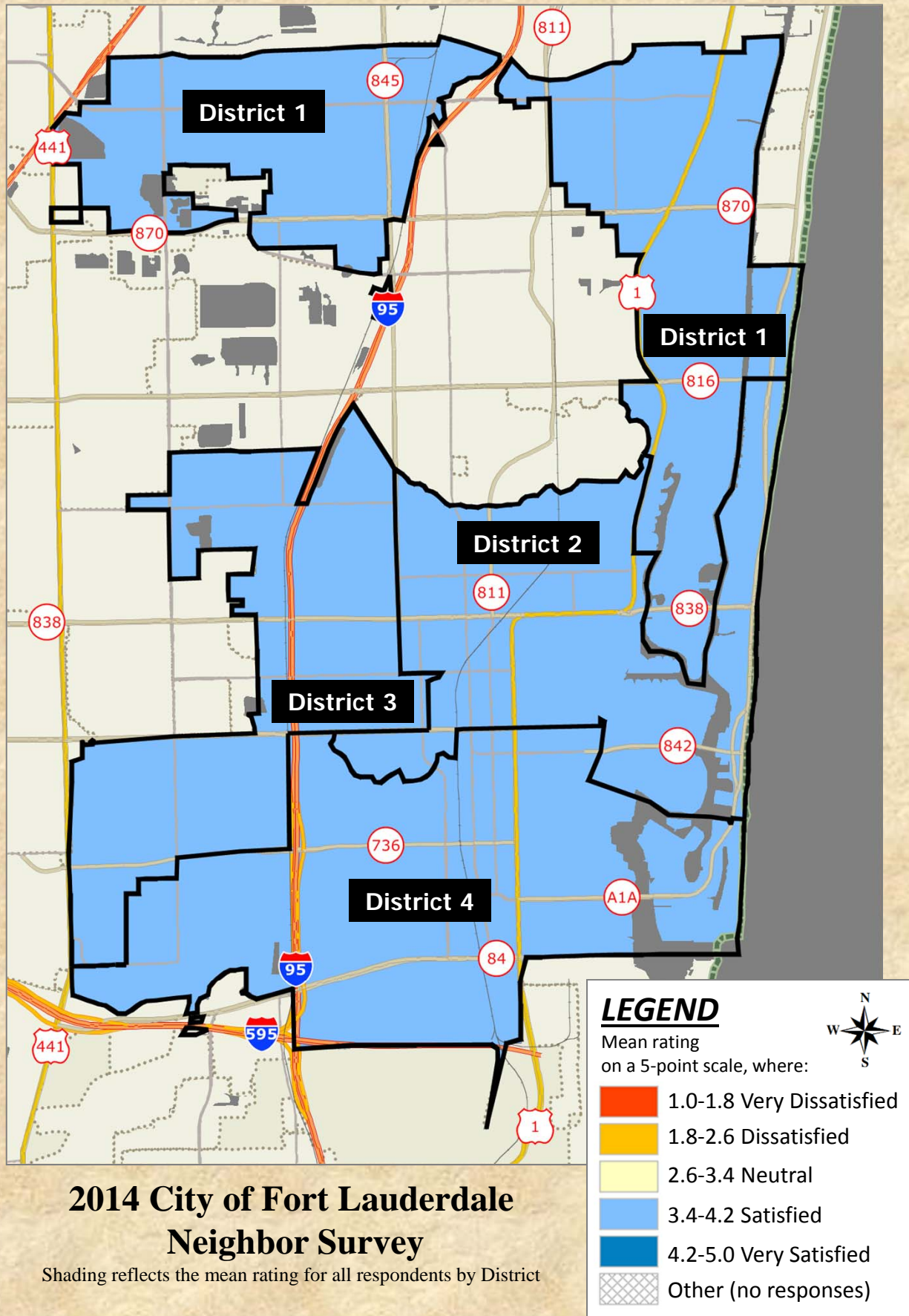


## Q22d. Satisfaction with cleanliness of waterways near home



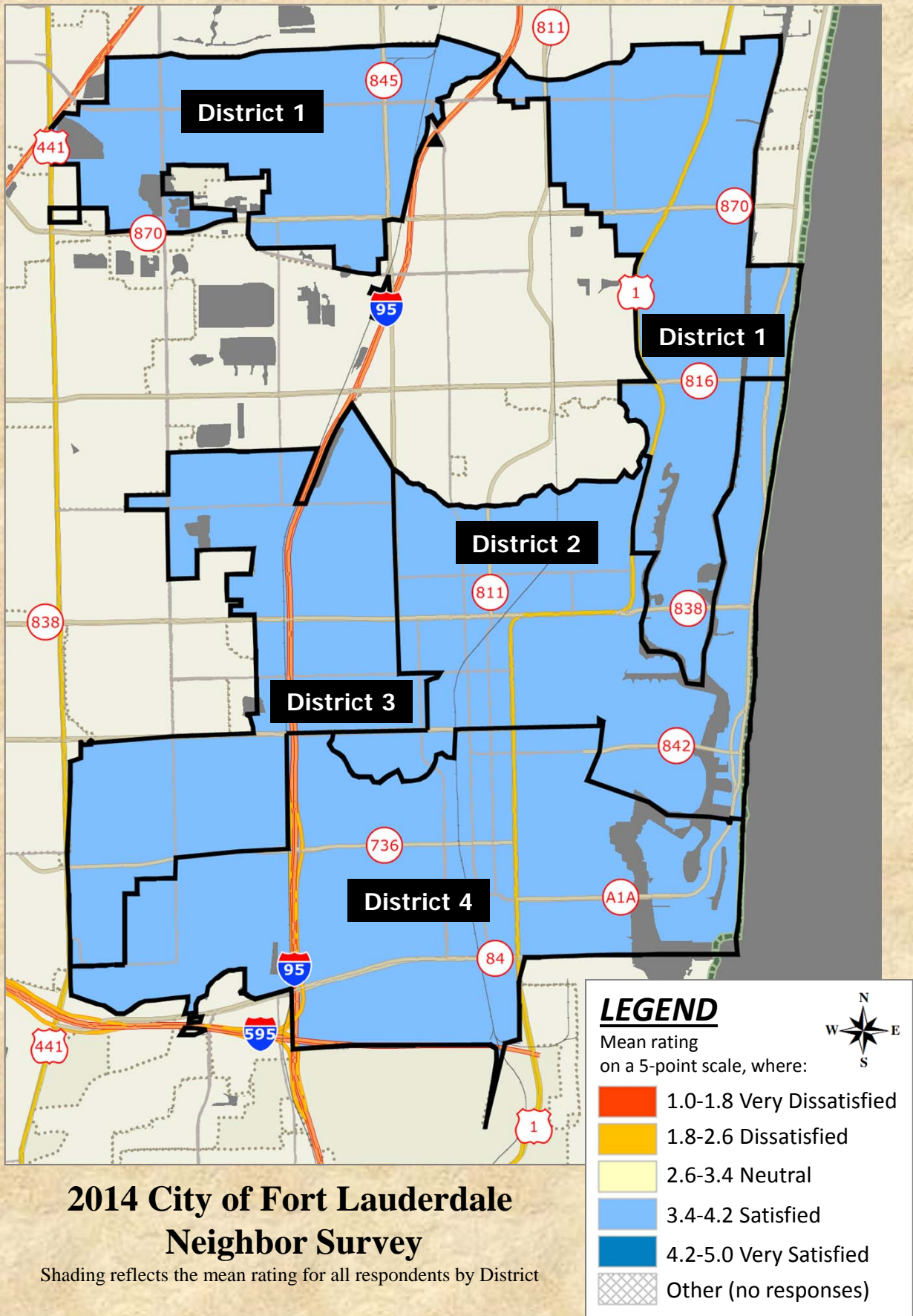


## Q22e. Satisfaction with quality of sewer (wastewater) services

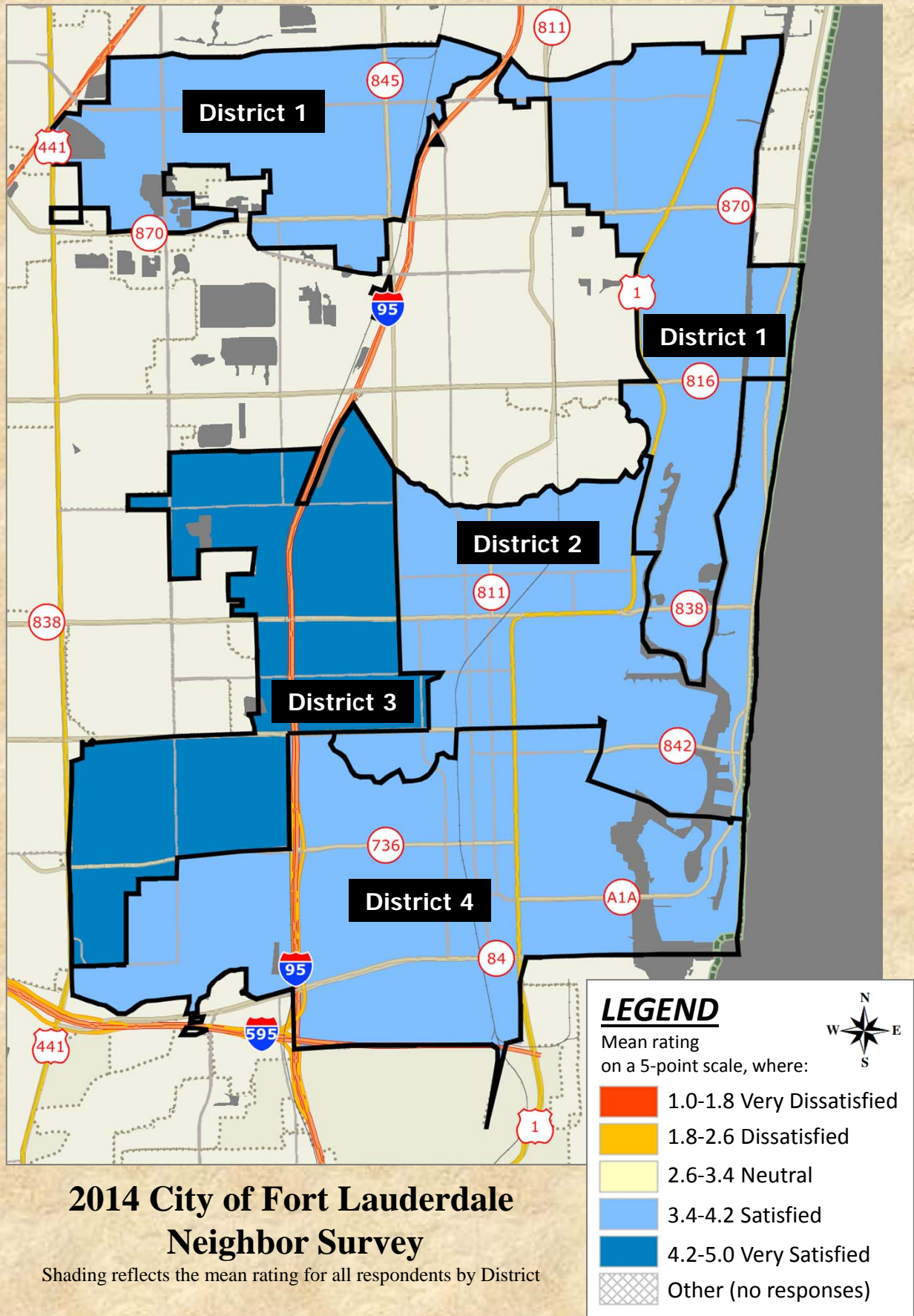




## Q22f. Satisfaction with residential garbage collection

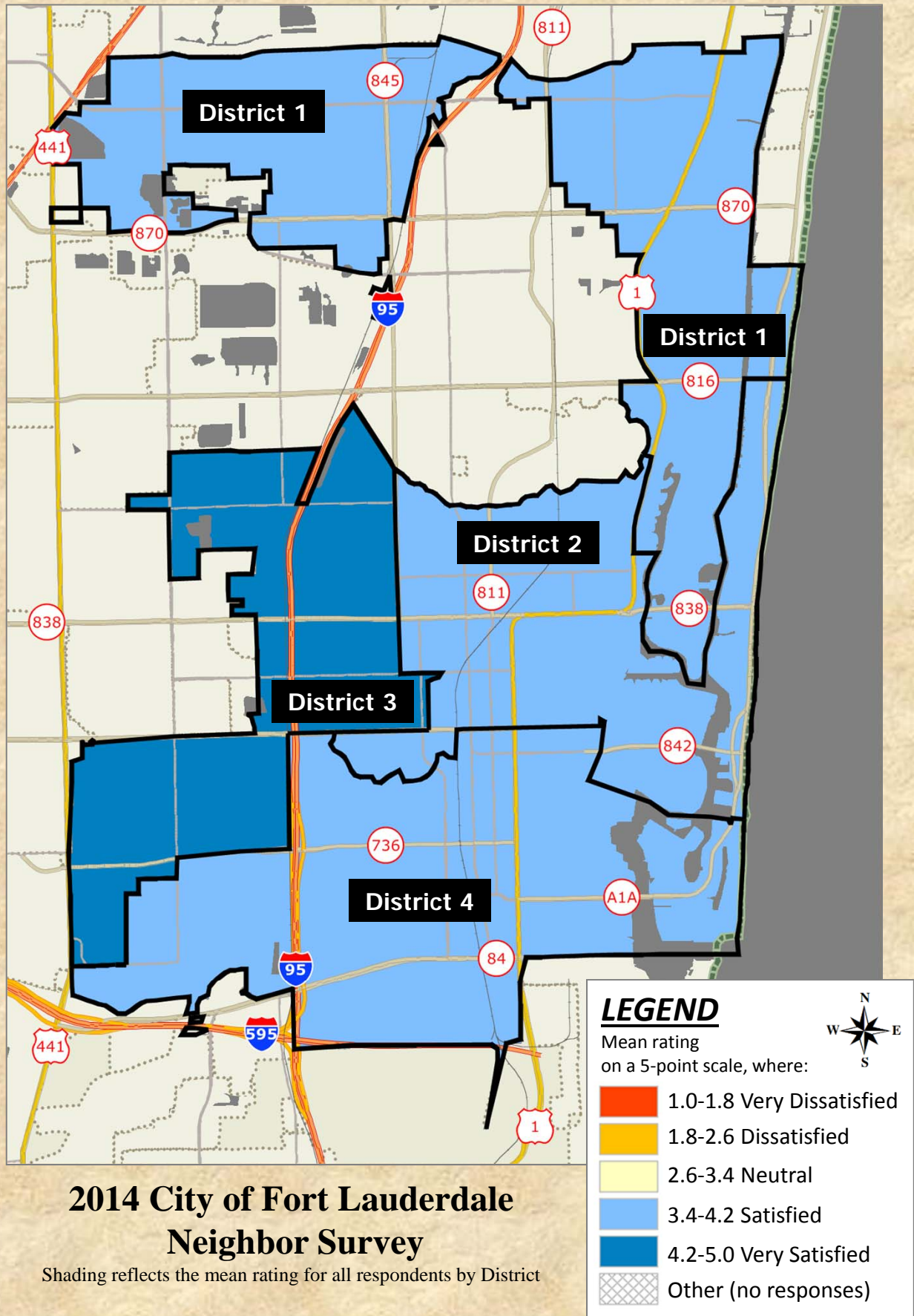


## Q22g. Satisfaction with residential bulk trash collection

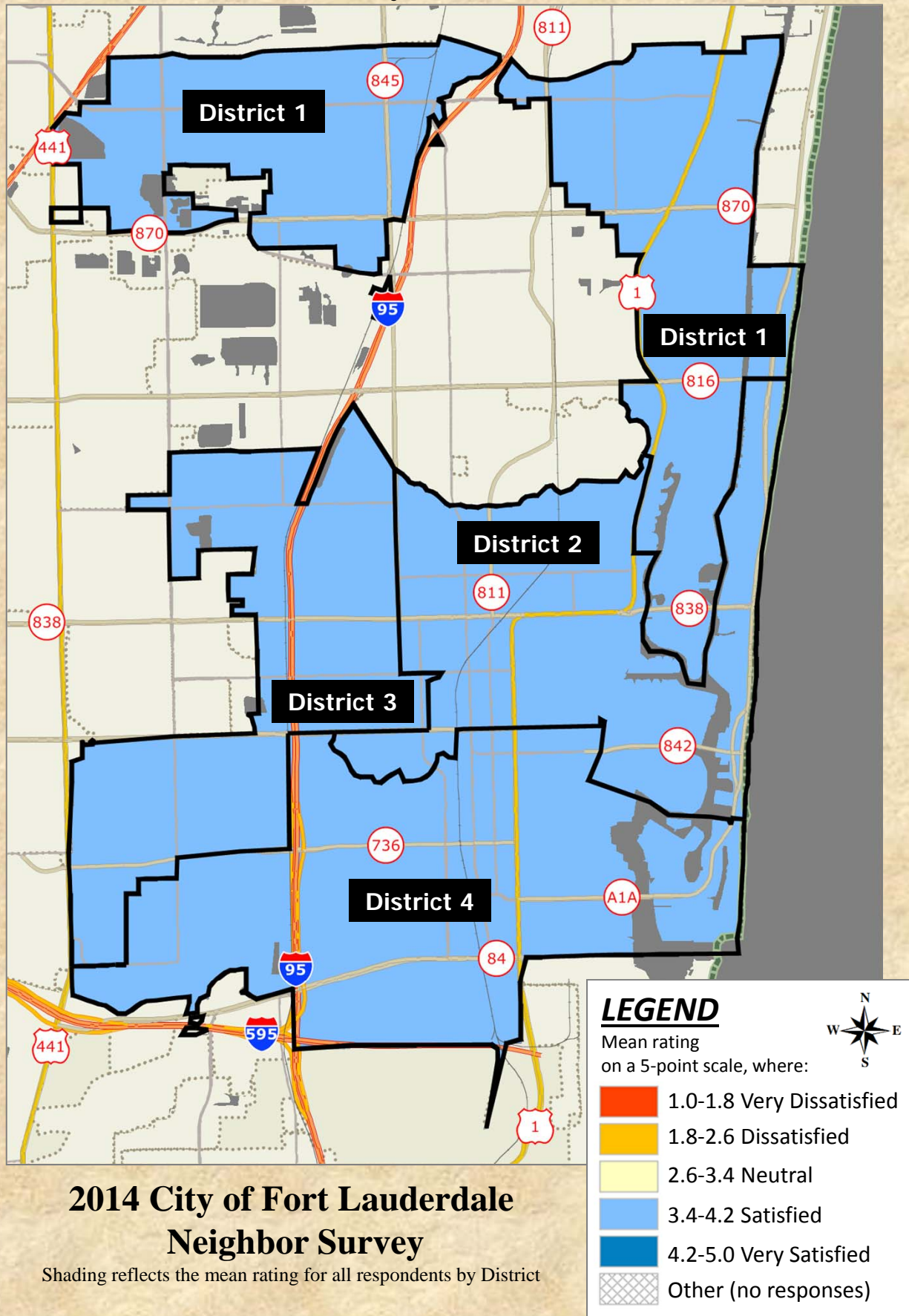




## Q22h. Satisfaction with residential recycling services

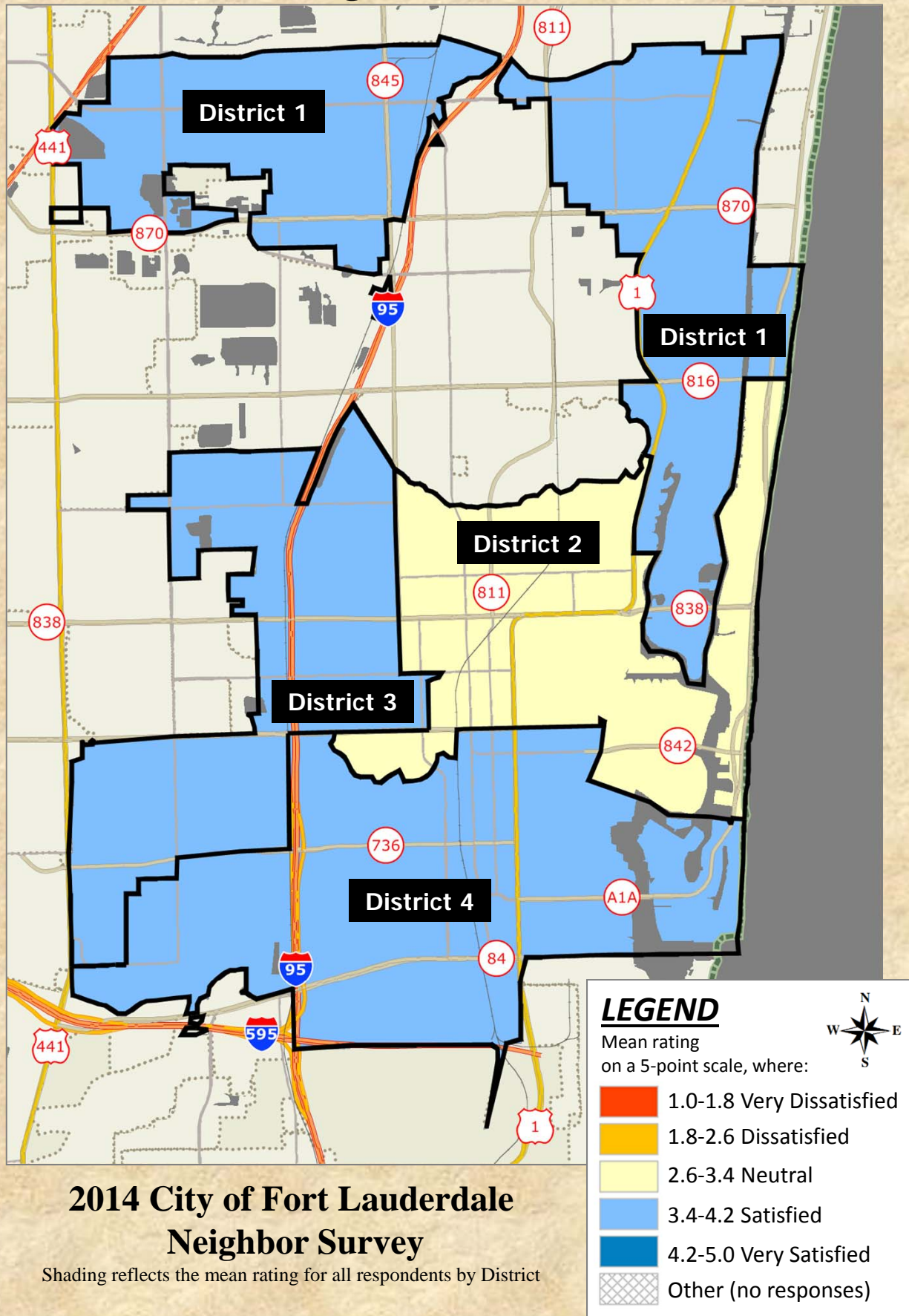


## Q24a. Satisfaction with ease of access to information about City services

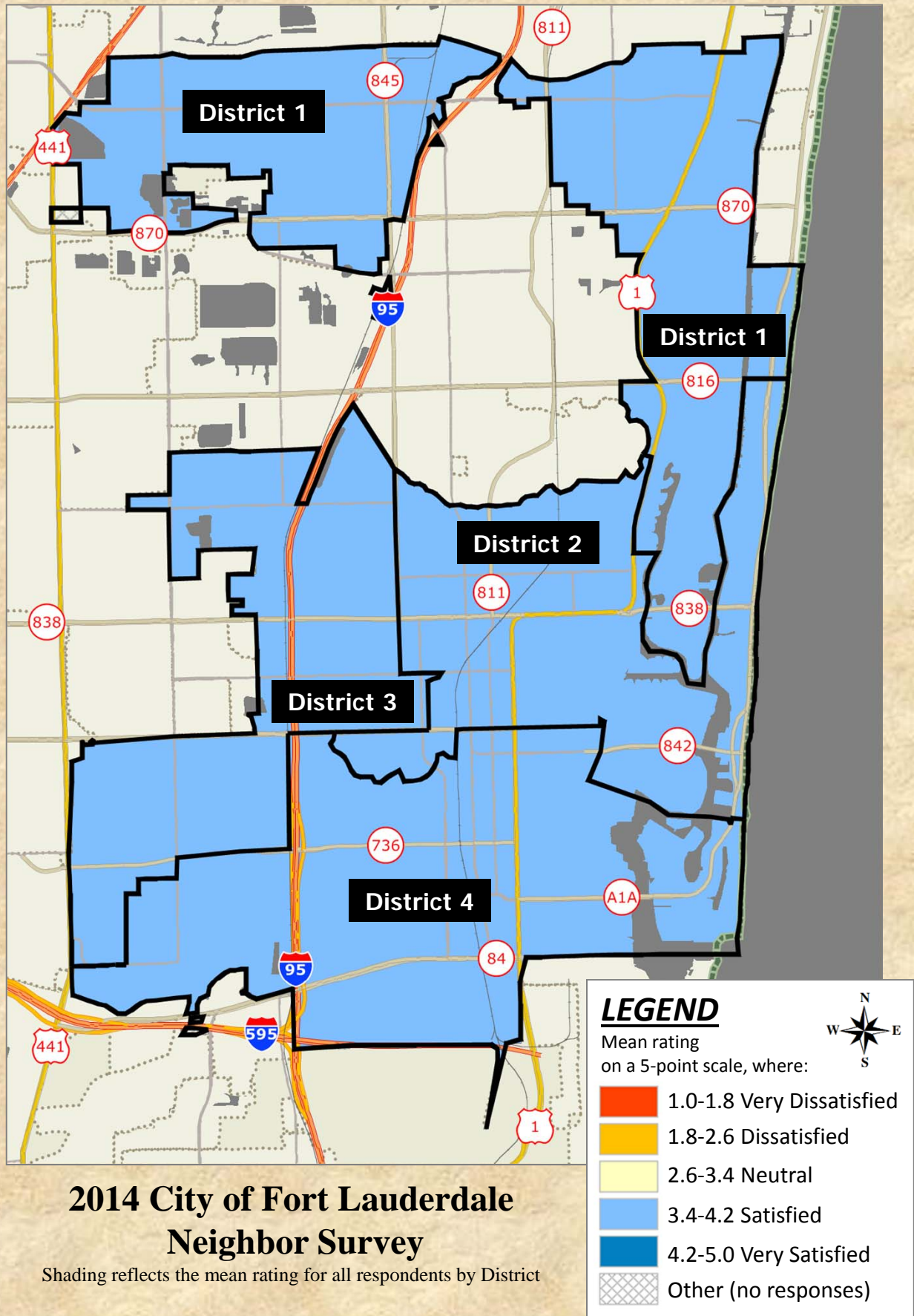




## Q24b. Satisfaction with opportunities to participate in local government



## Q24c. Satisfaction with quality of the City's website





***Section 4:***  
***Survey Instrument***

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**John P. "Jack" Seiler**  
MAYOR

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[jack.seiler@fortlauderdale.gov](mailto:jack.seiler@fortlauderdale.gov)  
[www.fortlauderdale.gov](http://www.fortlauderdale.gov)

December 2014

Dear Neighbor:

The City of Fort Lauderdale is committed to building community in partnership with each and every one of you - our neighbors.

In order to continue to enhance our programs and services, we are asking you to participate in our third annual Neighbor Survey. Your input will help reveal where we are exceeding expectations, as well as identify areas where improvements are needed to ensure our city moves strategically and innovatively into the future.

For the past two years, neighbors shared opinions about their levels of satisfaction with our quality of life and services, while also communicating issues of concern. These survey results were instrumental in developing and implementing *Press Play Fort Lauderdale 2018*, our five-year Strategic Plan. The Strategic Plan serves as our roadmap to accomplishing the goals and aspirations outlined in *Fast Forward Fort Lauderdale*, our City Vision Plan for 2035. We are already making significant progress on many of the high priorities identified in last year's survey. I encourage you to visit our website at [www.fortlauderdale.gov](http://www.fortlauderdale.gov) to view the complete 2013 Neighbor Survey results.

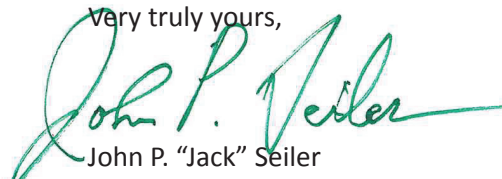
**As a city, it is our job to provide the services you need and desire. In order for us to improve, we need to hear from you.**

Please take a few moments to complete the survey. Your participation is vital to the success of this effort, and your responses will remain anonymous. A postage-paid return envelope has been provided for your convenience, or you may complete the survey online at [www.2014fortlauderdale.com](http://www.2014fortlauderdale.com).

Once the survey results are compiled, a report will be presented to the community. If you have any questions, please contact our Neighbor Support Office at (954) 828-5289.

Thank you for your help on this collaborative effort to build community, and thank you for continuing to work with us to make Fort Lauderdale an outstanding place to live, work, play, visit and raise a family.

Very truly yours,



John P. "Jack" Seiler  
Mayor

**Fast Forward Fort Lauderdale: Our City, Our Vision 2035** [www.fortlauderdale.gov/vision](http://www.fortlauderdale.gov/vision)  
**Press Play Fort Lauderdale: Our City, Our Strategic Plan 2018** [www.fortlauderdale.gov/pressplay](http://www.fortlauderdale.gov/pressplay)

*Si usted tiene preguntas sobre la encuesta y no habla inglés, por favor llame a 1-888-369-7773 y hable con Terry. Gracias.*  
*Si w pa pale angle epi ou gen kesyon sou sondaj sa a tanpri telephone 1-888-801-5368 epi mande pou Teri. Mèsi.*





# 2014 City of Fort Lauderdale Neighbor Survey

The City of Fort Lauderdale is committed to building community. Your feedback will inform planning and service delivery. Please take a few minutes to complete this survey. If you have questions, please contact Neighbor Support at (954) 828-5289.

<b>1. OVERALL OPINION OF THE CITY</b> Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor", please rate the City of Fort Lauderdale with regard to the following:		Excellent	Good	Neutral	Below Average	Poor	Don't Know
A.	As a place to live	5	4	3	2	1	9
B.	As a place to raise children	5	4	3	2	1	9
C.	As a place to educate children	5	4	3	2	1	9
D.	As a place to work	5	4	3	2	1	9
E.	As a place for play & leisure	5	4	3	2	1	9
F.	As a place to visit	5	4	3	2	1	9
G.	As a place to retire	5	4	3	2	1	9
H.	As a place to seasonally reside	5	4	3	2	1	9
I.	Overall quality of life	5	4	3	2	1	9
J.	Overall sense of community	5	4	3	2	1	9
K.	Overall image of the City	5	4	3	2	1	9
L.	As a city that is moving in the right direction	5	4	3	2	1	9

<b>2. LEVEL OF AGREEMENT WITH THE CITY MISSION AND VISION</b> Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", please indicate your level of agreement with the following statements:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
A.	The City of Fort Lauderdale builds community.	5	4	3	2	1	9
B.	We are connected. The City and its partners are making progress towards creating a more connected city, becoming more pedestrian and bicyclist friendly with improved transportation options.	5	4	3	2	1	9
C.	We are resilient. The City and its partners are making progress creating a more resilient road, bridge, water, wastewater, and drainage infrastructure.	5	4	3	2	1	9
D.	We are community. The City and its partners are making progress creating strong & safe neighborhoods, housing options, & community support services.	5	4	3	2	1	9
E.	We are here. The City and its partners are making progress toward enhancing its urban centers, beach, waterways, public places, arts, and culture.	5	4	3	2	1	9
F.	We are prosperous. The City and its partners are making progress furthering economic growth, education, and workforce development.	5	4	3	2	1	9
G.	We are united. The City and its partners are making progress being a multi-generational and diverse community.	5	4	3	2	1	9

<b>3. PERCEPTION</b> Several items that may influence your perception of Fort Lauderdale as a community are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."		Excellent	Good	Neutral	Below Average	Poor	Don't Know
A.	Overall feeling of safety in the City	5	4	3	2	1	9
B.	Overall value received for City tax dollars and fees	5	4	3	2	1	9
C.	Overall planning for growth	5	4	3	2	1	9
D.	Overall appearance of the City	5	4	3	2	1	9
E.	Availability of affordable housing	5	4	3	2	1	9
F.	Availability of employment	5	4	3	2	1	9
G.	Acceptance of diversity	5	4	3	2	1	9
H.	Quality of public schools	5	4	3	2	1	9
I.	Quality of private schools	5	4	3	2	1	9
J.	Efforts in addressing homelessness	5	4	3	2	1	9

4. OVERALL SATISFACTION WITH CITY SERVICES Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of City services	5	4	3	2	1	9
B.	Overall quality of police and fire services	5	4	3	2	1	9
C.	Overall quality of parks and recreation programs and facilities	5	4	3	2	1	9
D.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
E.	Overall enforcement of City codes and ordinances	5	4	3	2	1	9
F.	Overall maintenance of City streets, sidewalks, and infrastructure	5	4	3	2	1	9
G.	Overall maintenance of City buildings and facilities	5	4	3	2	1	9
H.	Overall flow of traffic	5	4	3	2	1	9
I.	Effectiveness of communication with the community	5	4	3	2	1	9
J.	How well the City is preparing for the future	5	4	3	2	1	9
K.	How well the City is prepared for disasters	5	4	3	2	1	9
L.	Quality of landscaping in parks, medians and other public areas	5	4	3	2	1	9

5. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 4 above.]

1<sup>st</sup>      2<sup>nd</sup>      3<sup>rd</sup>

6. Fire Rescue and Emergency Management Planning Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of local fire protection	5	4	3	2	1	9
B.	Professionalism of employees responding to emergencies	5	4	3	2	1	9
C.	How quickly fire rescue responds to 911 emergencies	5	4	3	2	1	9
D.	Quality of Emergency Medical Services (EMS)	5	4	3	2	1	9
E.	Quality of lifeguard protection at City beaches	5	4	3	2	1	9
Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", please indicate your level of agreement with the following statements:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
F.	My household is prepared with food, water and other supplies for an emergency, such as a natural disaster.	5	4	3	2	1	9
G.	I know where to get information during an emergency.	5	4	3	2	1	9

7. Which TWO of the Fire Rescue and Emergency items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 6 above.]

1<sup>st</sup>      2<sup>nd</sup>

8. Public Safety: Police For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of local police protection	5	4	3	2	1	9
B.	Professionalism of employees responding to emergencies	5	4	3	2	1	9
C.	How quickly police respond to 911 emergencies	5	4	3	2	1	9
D.	The visibility of police in neighborhoods	5	4	3	2	1	9
E.	The City's efforts to prevent crime	5	4	3	2	1	9

9. Which TWO of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 8 above.]

1<sup>st</sup>      2<sup>nd</sup>



**10. Have you met a police officer in your neighborhood or at a civic association meeting?**

\_\_\_\_\_ (1) Yes \_\_\_\_\_ (2) No \_\_\_\_\_ (3) Don't know

**11. Perceptions of Safety**

Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:

		Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Don't Know
A.	Walking in your neighborhood during the day	4	3	2	1	9
B.	Walking in your neighborhood at night	4	3	2	1	9
C.	In commercial/business areas during the day	4	3	2	1	9
D.	In commercial/business areas at night	4	3	2	1	9
E.	Along the beach corridor	4	3	2	1	9
F.	In the downtown entertainment area	4	3	2	1	9
G.	At special events	4	3	2	1	9
H.	In City parks	4	3	2	1	9

**12. Codes and Ordinances Related to Appearance**

For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5, means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	The cleanup of litter and debris on private property	5	4	3	2	1	9
B.	The mowing and cutting of weeds and grass on private property	5	4	3	2	1	9
C.	The maintenance of residential property (exterior of homes)	5	4	3	2	1	9
D.	The maintenance of business property	5	4	3	2	1	9

**13. Community Planning and Development**

For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Ease of obtaining permits for construction or renovation	5	4	3	2	1	9
B.	Ease of conducting inspections for construction or renovation	5	4	3	2	1	9
C.	Effectiveness of City efforts to revitalize low-income areas	5	4	3	2	1	9
D.	Ease of obtaining permits for sustainable construction (materials, energy and water efficiency)	5	4	3	2	1	9
E.	City support of the preservation of historic buildings in the City	5	4	3	2	1	9

**14. Parks and Recreation**

For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Maintenance of City parks	5	4	3	2	1	9
B.	Proximity of your home to City parks	5	4	3	2	1	9
C.	Quality of athletic fields	5	4	3	2	1	9
D.	Quantity of athletic fields	5	4	3	2	1	9
E.	Availability of information about City parks and recreation programs	5	4	3	2	1	9
F.	Variety of parks programs	5	4	3	2	1	9
G.	Cost of parks programs and facility fees	5	4	3	2	1	9
H.	City youth recreation programs	5	4	3	2	1	9
I.	City adult recreation programs	5	4	3	2	1	9
J.	Quality of special events	5	4	3	2	1	9
K.	Amount of special events	5	4	3	2	1	9
L.	Ease of registering for parks programs	5	4	3	2	1	9
M.	Availability of green space near your home	5	4	3	2	1	9

**15. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from Question 14 above.]**

\_\_\_\_\_ 1<sup>st</sup> \_\_\_\_\_ 2<sup>nd</sup> \_\_\_\_\_ 3<sup>rd</sup>

**16. Transportation and Mobility**

For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Availability of sidewalks	5	4	3	2	1	9
B.	Condition of sidewalks	5	4	3	2	1	9
C.	Availability of greenways for walking or biking	5	4	3	2	1	9
D.	Safety of biking	5	4	3	2	1	9
E.	Safety of walking	5	4	3	2	1	9
F.	Availability of biking paths and bike racks	5	4	3	2	1	9
G.	Availability of B-Cycle stations	5	4	3	2	1	9
H.	Availability of public transit options (Tri-Rail and Bus Service)	5	4	3	2	1	9
I.	Availability of City mass transit (Sun Trolley)	5	4	3	2	1	9
J.	Availability of public parking	5	4	3	2	1	9
K.	Availability of public parking downtown	5	4	3	2	1	9
L.	Availability of public parking at the beach	5	4	3	2	1	9
M.	Cost of public parking	5	4	3	2	1	9
N.	Cost of private parking	5	4	3	2	1	9
O.	Management of traffic flow and congestion	5	4	3	2	1	9
P.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
Q.	Overall maintenance of street signs/pavement markings	5	4	3	2	1	9
R.	Overall cleanliness of streets	5	4	3	2	1	9
S.	Adequacy of street lighting	5	4	3	2	1	9

**17. Which THREE of the transportation and mobility items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from Question 16 above.]**

\_\_\_\_\_ 1<sup>st</sup>      \_\_\_\_\_ 2<sup>nd</sup>      \_\_\_\_\_ 3<sup>rd</sup>

**18. Do you or does any member of your household use public transportation options, such as the bus, trolley, or tri-rail?**

\_\_\_\_\_ (1) Yes      \_\_\_\_\_ (2) No

**19. Does anyone in your household regularly ride a bicycle?**

\_\_\_\_\_ (1) Yes      \_\_\_\_\_ (2) No

**20. Of these Community Investment Plan capital project types, which three would you select as the most important?**

- \_\_\_\_\_ (A) More walkable and bikeable streets, greenways, and paths
- \_\_\_\_\_ (B) Park improvements, for example neighborhood parks and Riverwalk
- \_\_\_\_\_ (C) Water and sewer system improvements
- \_\_\_\_\_ (D) Roadways pavement improvements
- \_\_\_\_\_ (E) Bridge improvements
- \_\_\_\_\_ (F) City facility improvements
- \_\_\_\_\_ (G) Stormwater and drainage improvements
- \_\_\_\_\_ (H) Waterway dredging

**21. Sustainability**

Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", please indicate your level of agreement with the following statements:

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
A.	I am satisfied with the amount of tree canopy coverage	5	4	3	2	1	9
B.	Single stream recycling program has reduced my household garbage disposal	5	4	3	2	1	9
C.	I am informed about local climate change issues	5	4	3	2	1	9
D.	I have observed coastal water level increases	5	4	3	2	1	9
E.	I have observed increased flooding	5	4	3	2	1	9
F.	I have observed increased weather temperatures	5	4	3	2	1	9
G.	My household is energy efficient	5	4	3	2	1	9
H.	My household is water efficient	5	4	3	2	1	9



**22. Water, Wastewater, Waterways, Flooding, Sanitation**

For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of drinking water	5	4	3	2	1	9
B.	Prevention of tidal-related flooding	5	4	3	2	1	9
C.	Prevention of storm water-related flooding	5	4	3	2	1	9
D.	Cleanliness of waterways near your home	5	4	3	2	1	9
E.	Quality of sewer (wastewater) services	5	4	3	2	1	9
F.	Residential garbage collection	5	4	3	2	1	9
G.	Residential bulk trash collection	5	4	3	2	1	9
H.	Residential recycling services	5	4	3	2	1	9

22A(1). If you are dissatisfied with drinking water quality, why are you dissatisfied? \_\_\_\_\_

23. Which THREE of the items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write the letters below using the letters from the list in question 22 above.]

\_\_\_\_\_ 1<sup>st</sup> \_\_\_\_\_ 2<sup>nd</sup> \_\_\_\_\_ 3<sup>rd</sup>

**24. PUBLIC COMMUNICATION AND OUTREACH**

For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Ease of access to information about City services	5	4	3	2	1	9
B.	Opportunities to participate in local government (advisory boards, volunteering)	5	4	3	2	1	9
C.	Quality of the City's website: <a href="http://www.fortlauderdale.gov">www.fortlauderdale.gov</a>	5	4	3	2	1	9

25. Which of the following are your primary sources of information about City issues, services, and events?

(check all that apply)

\_\_\_\_\_ (A) [www.fortlauderdale.gov](http://www.fortlauderdale.gov)

\_\_\_\_\_ (B) Twitter

\_\_\_\_\_ (C) Facebook

\_\_\_\_\_ (D) Email subscription

\_\_\_\_\_ (E) City Newsletter

\_\_\_\_\_ (F) TV - 78

\_\_\_\_\_ (G) Television/News (which ones) \_\_\_\_\_

\_\_\_\_\_ (H) City Hall 954-828-8000

\_\_\_\_\_ (I) Radio (which ones) \_\_\_\_\_

\_\_\_\_\_ (J) Major Newspaper (which ones) \_\_\_\_\_

\_\_\_\_\_ (K) Community Newspapers

\_\_\_\_\_ (L) Homeowners, Neighborhood, or other Civic Association Newsletters

\_\_\_\_\_ (M) Homeowners, Neighborhood, or other Civic Association meetings

**CUSTOMER SERVICE**

26. Have you contacted the City during the past year?

\_\_\_\_\_(1) Yes [answer Q26a through a-f] \_\_\_\_\_(2) No [go to Q27]

26a-f. Only if you have contacted the City during the past year: Using a 5-point scale, where 5 means "Always" and 1 means "Never," please rate your satisfaction with City employees on the following behaviors:

<b>Customer Service Characteristics:</b> Using a 5 point scale, where 5 means "Always" and 1 means "Never," please rate your level of satisfaction with City employees on the following behaviors.		Always	Usually	Sometimes	Seldom	Never	Don't Know
A.	It was easy to find someone to address my request	5	4	3	2	1	9
B.	The Fort Lauderdale employee went the extra mile	5	4	3	2	1	9
C.	The response time was reasonable	5	4	3	2	1	9
D.	I was able to get my question/concern resolved	5	4	3	2	1	9
E.	Fort Lauderdale employees are courteous/professional	5	4	3	2	1	9
F.	I was satisfied with my experience	5	4	3	2	1	9

**27. Have you ever contacted our 24-hour Customer Service Center (954-828-8000)?**

\_\_\_(1) Yes [answer Q27a]      \_\_\_(2) No [go to Q28]

**27a. How would you rate your experience?**

\_\_\_(1) Excellent      \_\_\_(3) Not sure  
\_\_\_(2) Good      \_\_\_(4) Poor

**28. Have you ever contacted our Utility Billing Office (954-828-5150)?**

\_\_\_(1) Yes [answer Q28a]      \_\_\_(2) No [go to Q29]

**28a. How would you rate your experience?**

\_\_\_(1) Excellent      \_\_\_(3) Not sure  
\_\_\_(2) Good      \_\_\_(4) Poor

**29. Have you utilized the Lauderserve mobile device app to submit a service request?**

\_\_\_(1) Yes [answer Q29a]      \_\_\_(2) No [go to Q30]

**29a. How would you rate your experience?**

\_\_\_(1) Excellent      \_\_\_(3) Not sure  
\_\_\_(2) Good      \_\_\_(4) Poor

**30. If you own a home in Fort Lauderdale, 20.88% of your property tax bill goes to the City of Fort Lauderdale to fund the City's operating budget that funds services such as public safety and park maintenance. The balance of your bill is split between the County (27.57%), the School District (37.91%), North Broward Hospital (8.90%), S. Florida Water Management (2.08%), Children Services (2.47%), and Florida Inland Navigation (.17%). What is your level of satisfaction with the value you receive for the portion of your property taxes that fund the City's operating budget?**

\_\_\_(1) Very satisfied      \_\_\_(3) Neutral      \_\_\_(5) Very Dissatisfied  
\_\_\_(2) Satisfied      \_\_\_(4) Dissatisfied      \_\_\_(6) Don't Know

**DEMOGRAPHICS**

**31. Approximately how many years have you lived in the City of Fort Lauderdale?**

\_\_\_(1) Less than 5 years      \_\_\_(3) 11-20 years  
\_\_\_(2) 5-10 years      \_\_\_(4) More than 20 years

**32. Do you have school age children (grades K-12) living at home?**

\_\_\_(1) Yes      \_\_\_(2) No

**32a. IF YES: For your school age children, what type(s) of school do they attend?**

\_\_\_(1) Public school      \_\_\_(3) Private or Parochial School  
\_\_\_(2) Charter school      \_\_\_(4) Home School

**33. What is your age?**

\_\_\_(1) Under 25      \_\_\_(3) 35 to 44      \_\_\_(5) 55 to 64  
\_\_\_(2) 25 to 34      \_\_\_(4) 45 to 54      \_\_\_(6) 65+

**34. Which of the following best describes your race?**

\_\_\_(1) African American/Black      \_\_\_(4) White  
\_\_\_(2) American Indian or Alaska Native      \_\_\_(5) Other: \_\_\_\_\_  
\_\_\_(3) Asian, Hawaiian or Other Pacific Islander

**35. What is the primary language spoken in your home?**

\_\_\_(1) Spanish      \_\_\_(4) French  
\_\_\_(2) English      \_\_\_(5) Portuguese  
\_\_\_(3) Creole      \_\_\_(6) Other: \_\_\_\_\_

**36. Which of the following best describes your current place of employment?**

\_\_\_\_\_ (1) Employed outside the home

**Where do you work?**

\_\_\_\_\_ (a) In Fort Lauderdale

\_\_\_\_\_ (b) Outside of Fort Lauderdale but inside  
Broward County

\_\_\_\_\_ (c) In Miami-Dade County

\_\_\_\_\_ (2) Work from home

\_\_\_\_\_ (3) Student, Retired, or not currently employed

\_\_\_\_\_ (d) In Palm Beach County

\_\_\_\_\_ (e) Another location in Florida

\_\_\_\_\_ (f) Outside of the State of Florida

**37. Where do you plan to be living in the next 2-5 years?**

\_\_\_\_ (1) Fort Lauderdale

\_\_\_\_ (2) Another city in Broward County

\_\_\_\_ (3) Another city outside Broward County in southern Florida

\_\_\_\_ (4) Other \_\_\_\_\_

\_\_\_\_ (5) Don't know

**38. Would you say your total household income is:**

\_\_\_\_ (1) Under \$25,000

\_\_\_\_ (2) \$25,000 to \$49,999

\_\_\_\_ (3) \$50,000 to \$74,999

\_\_\_\_ (4) \$75,000 to \$99,999

\_\_\_\_ (5) \$100,000 or more

**39. Your gender:** \_\_\_\_\_ (1) Male \_\_\_\_\_ (2) Female

**40. Do you own or rent your current residence?**

\_\_\_\_ (1) Own

\_\_\_\_ (2) Rent

**41. Is your residence in Fort Lauderdale your primary or secondary residence?**

\_\_\_\_ (1) Primary (generally live in Fort Lauderdale year-round)

\_\_\_\_ (2) Secondary (only live in Fort Lauderdale part of the year)

**42. In what type of residence do you live?**

\_\_\_\_ (1) Single family home

\_\_\_\_ (2) Townhome or Condominium

\_\_\_\_ (3) Multi-family complex

\_\_\_\_ (4) Other \_\_\_\_\_

**This concludes the survey. Thank you for your time!**

Please return your completed survey in the enclosed postage paid envelope addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with City services. If your address is not correct, please provide the correct information. Thank you.